

1/105

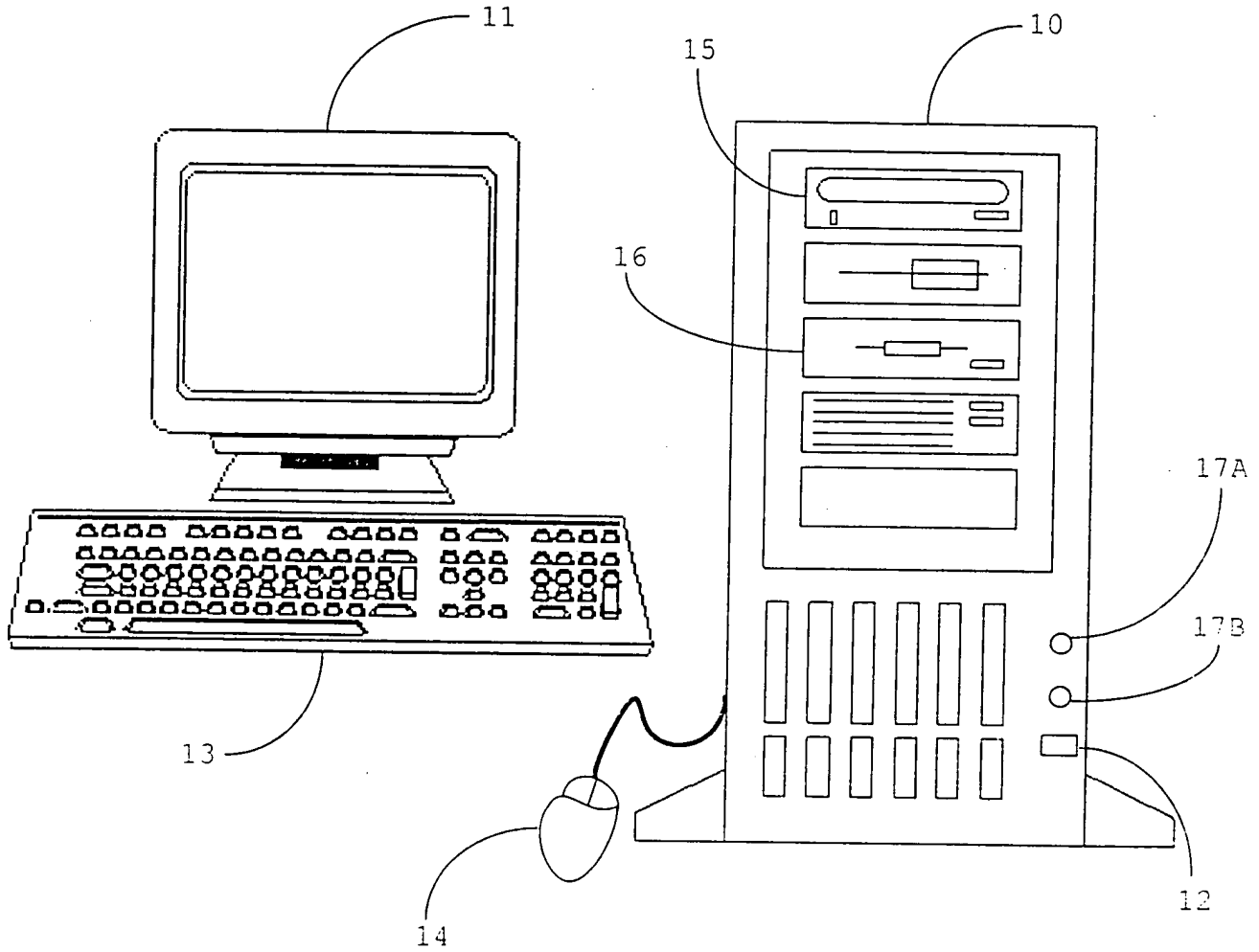


FIGURE 1A

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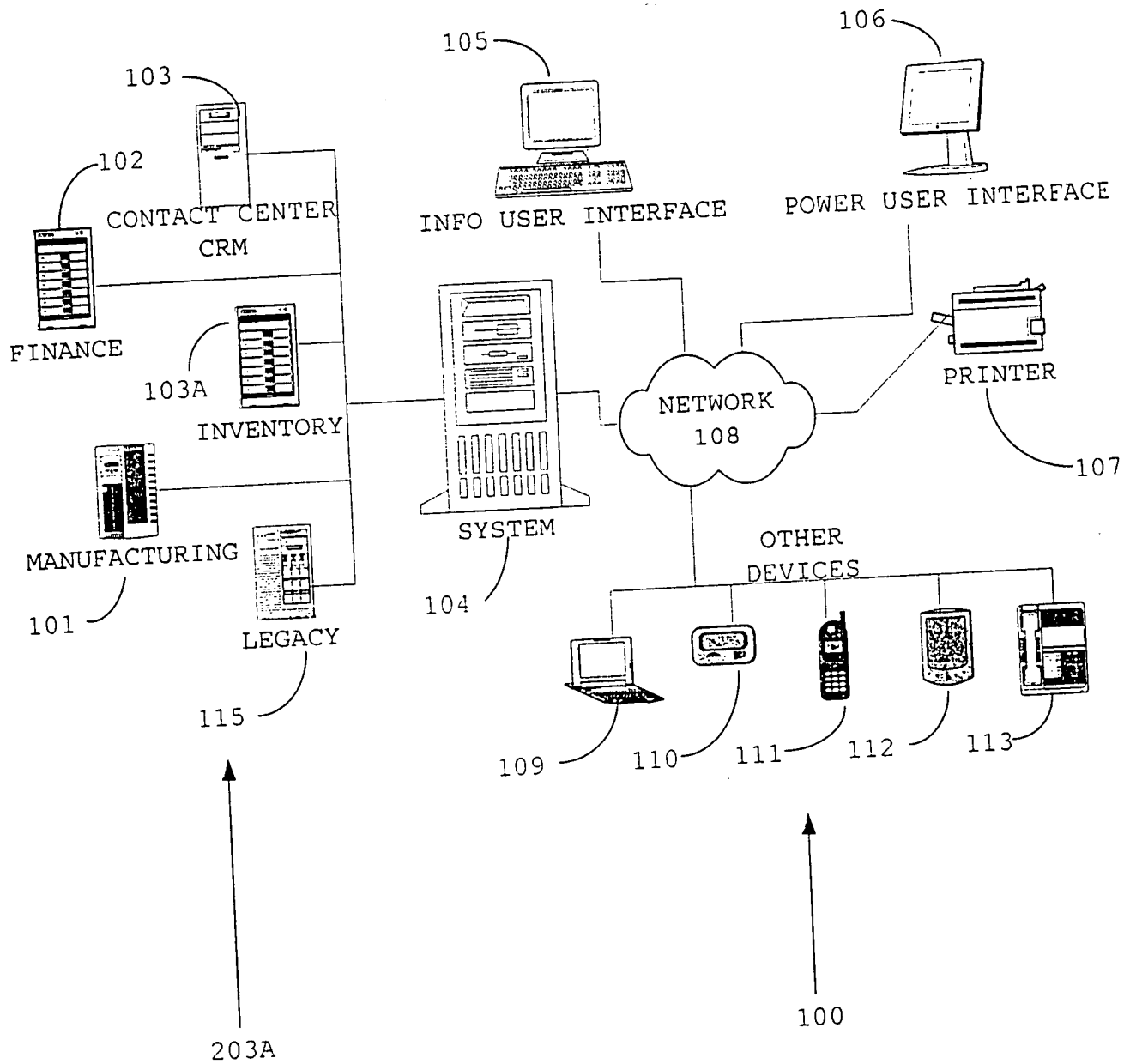


FIGURE 1B

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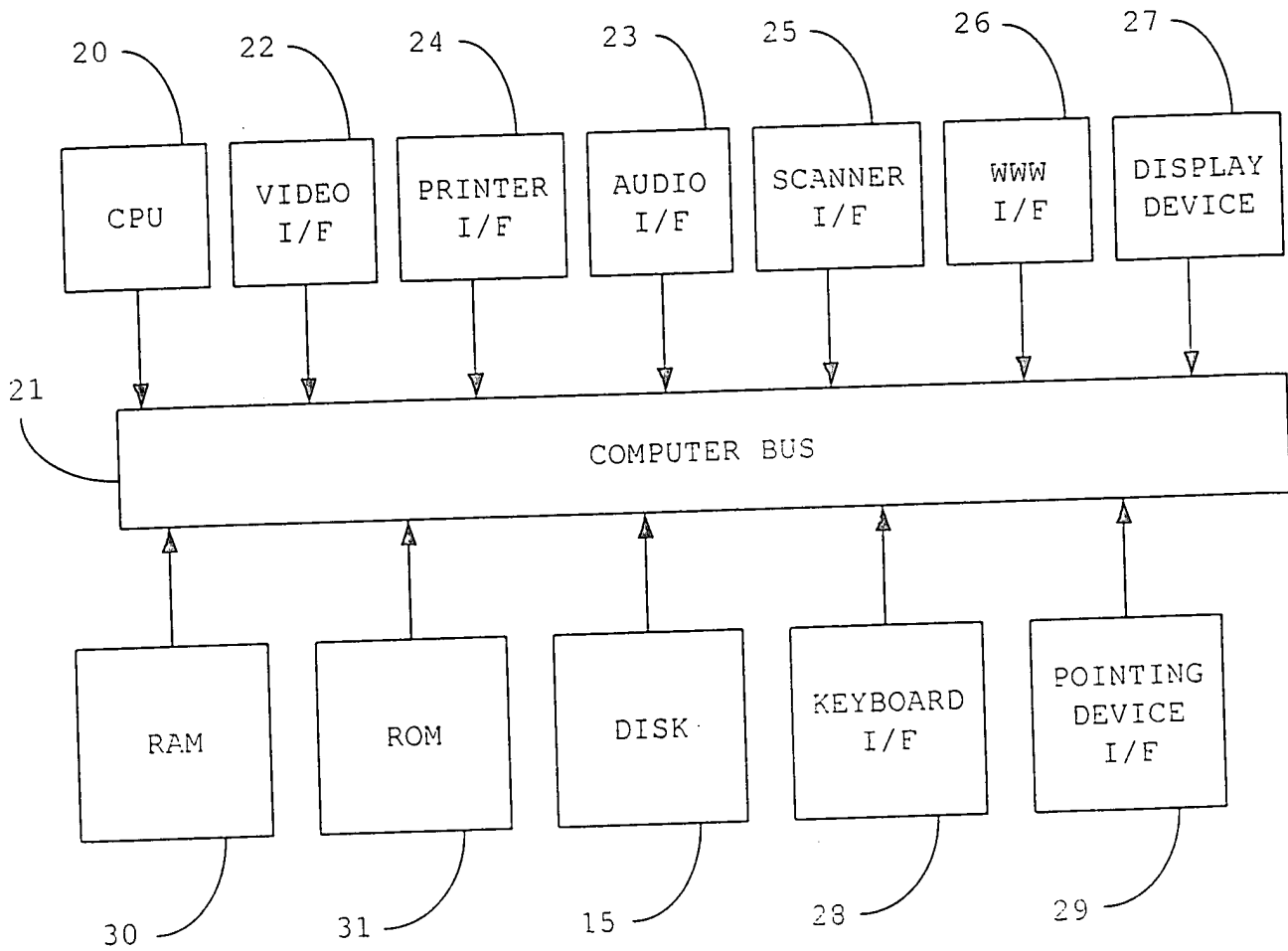


FIGURE 2A

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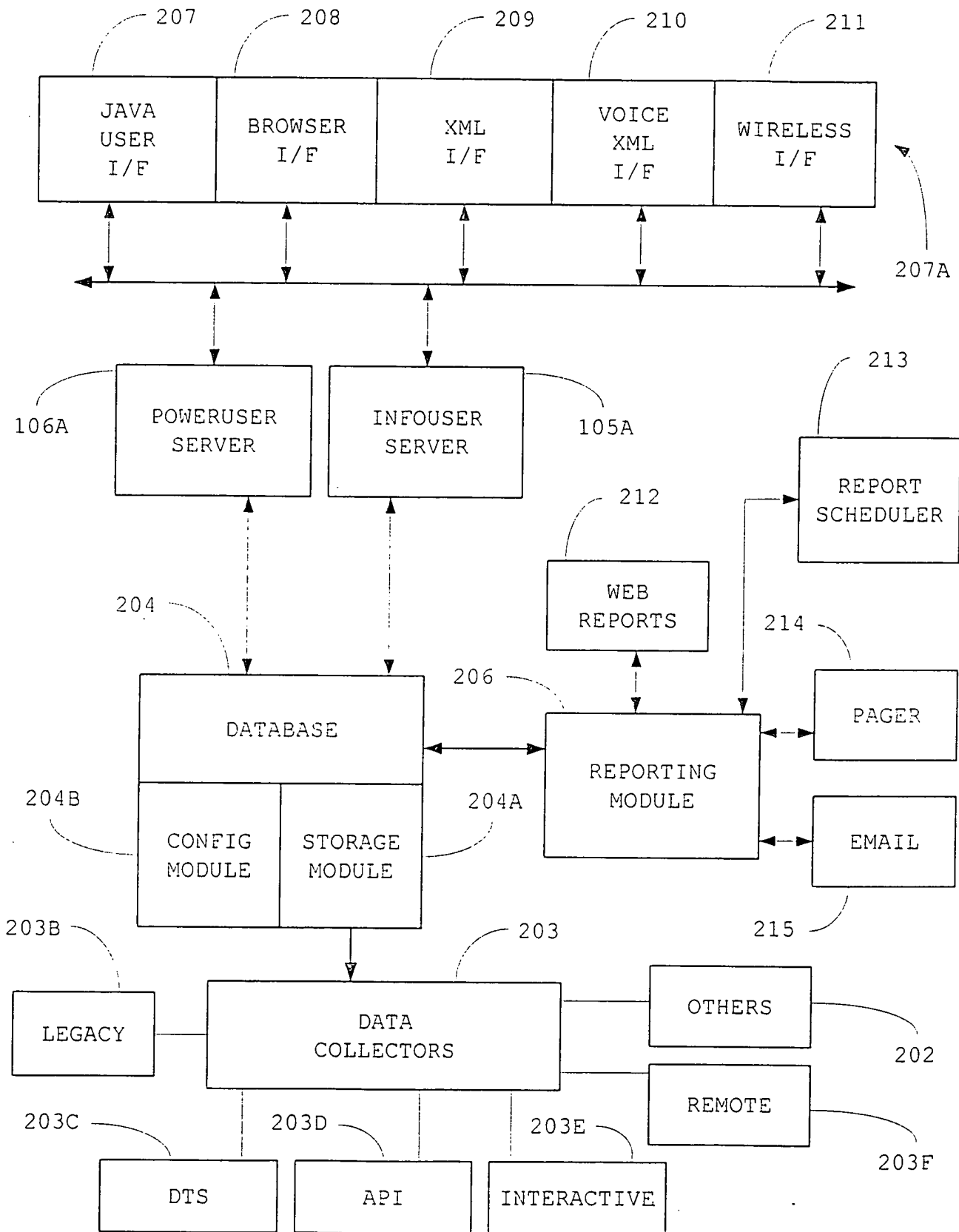


FIGURE 2B

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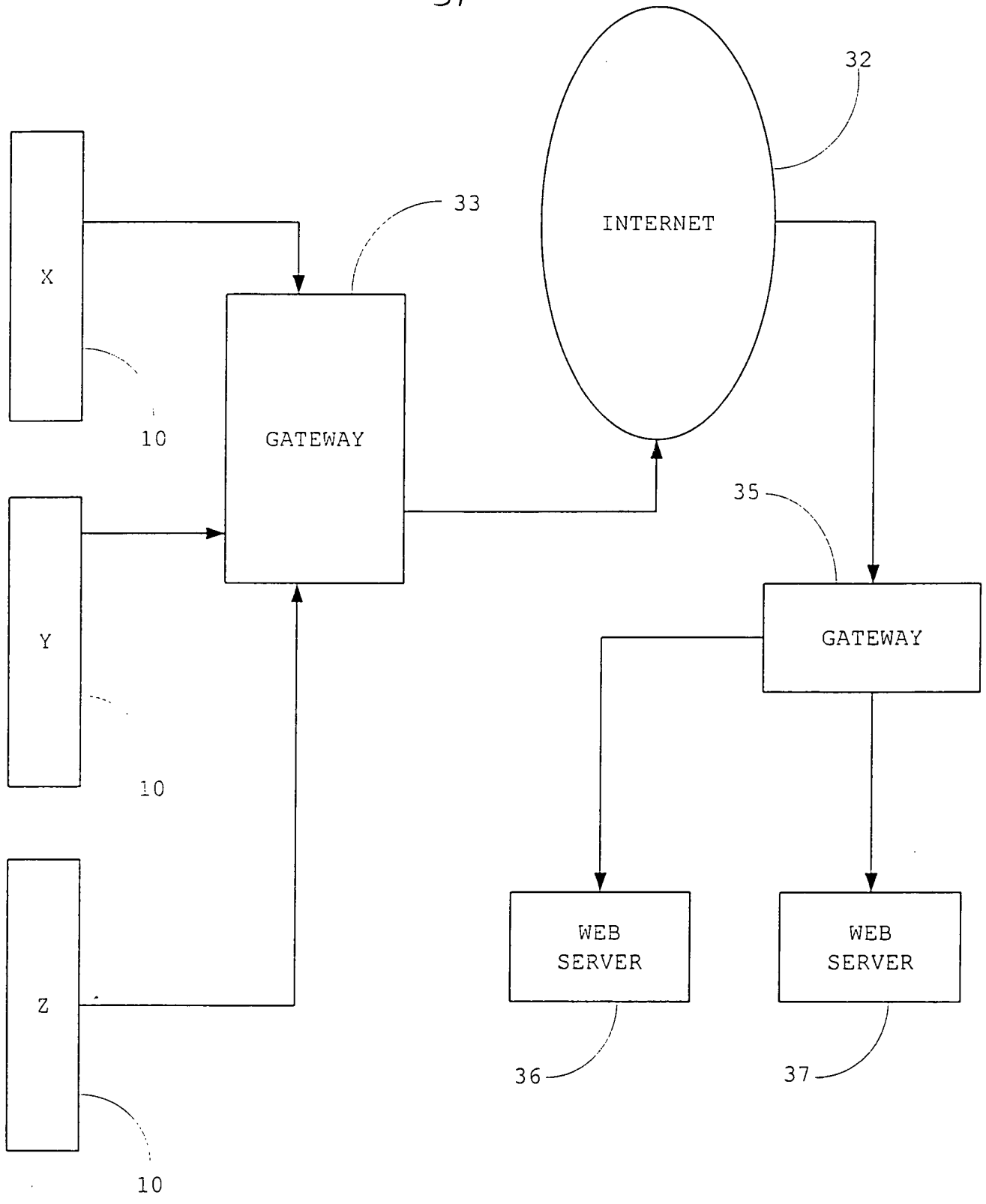


FIGURE 3A

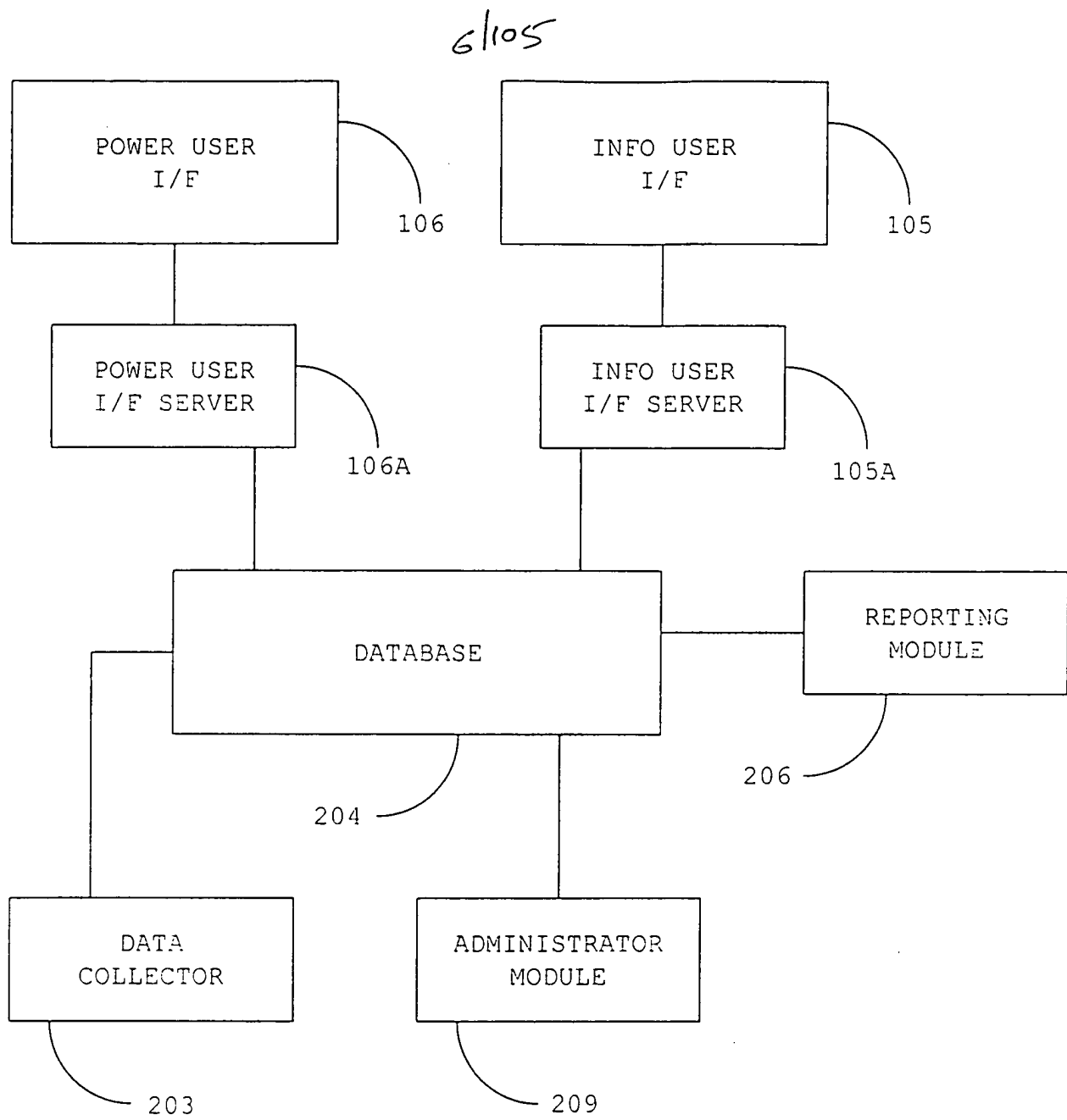


FIGURE 3B

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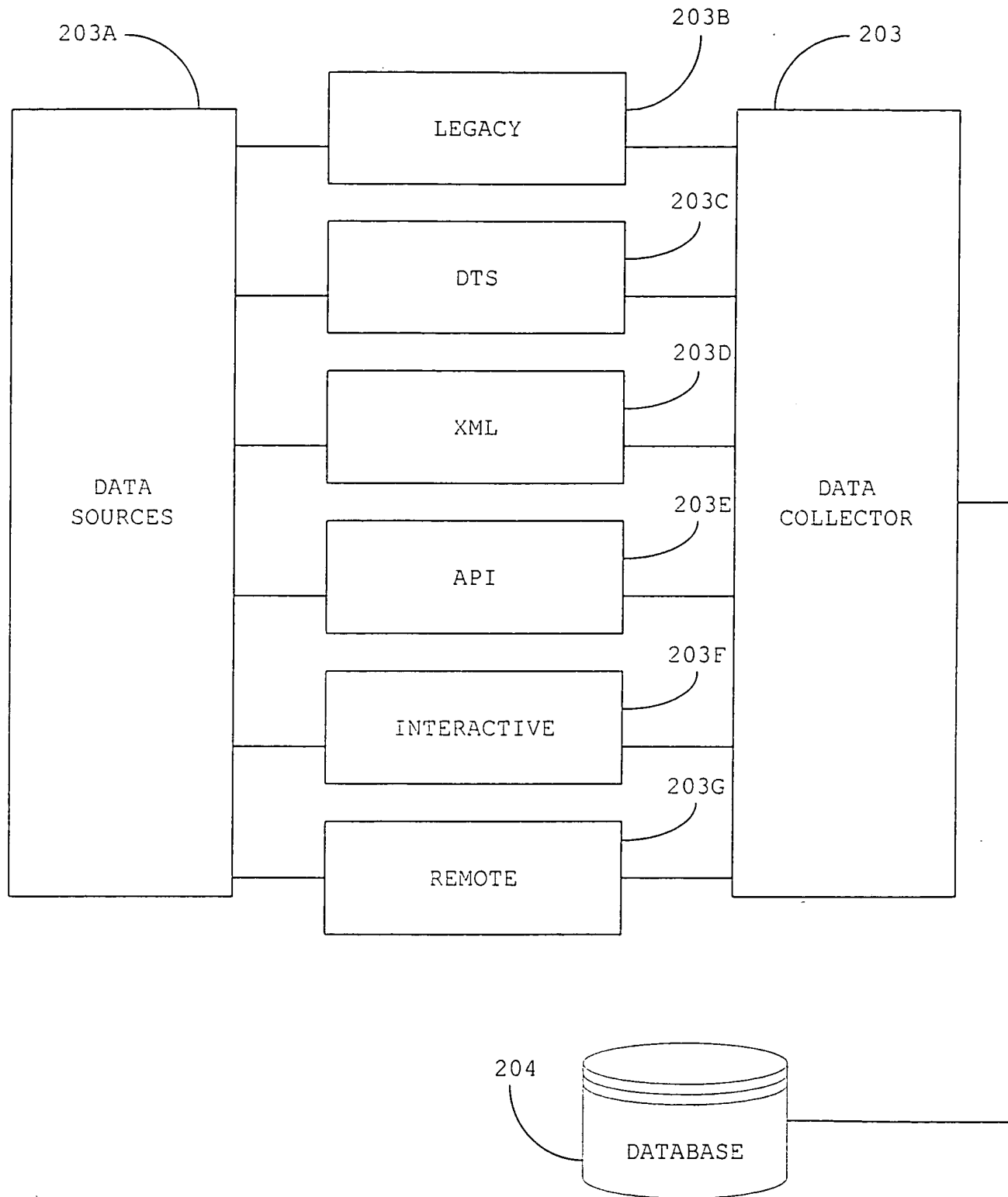


FIGURE 3C

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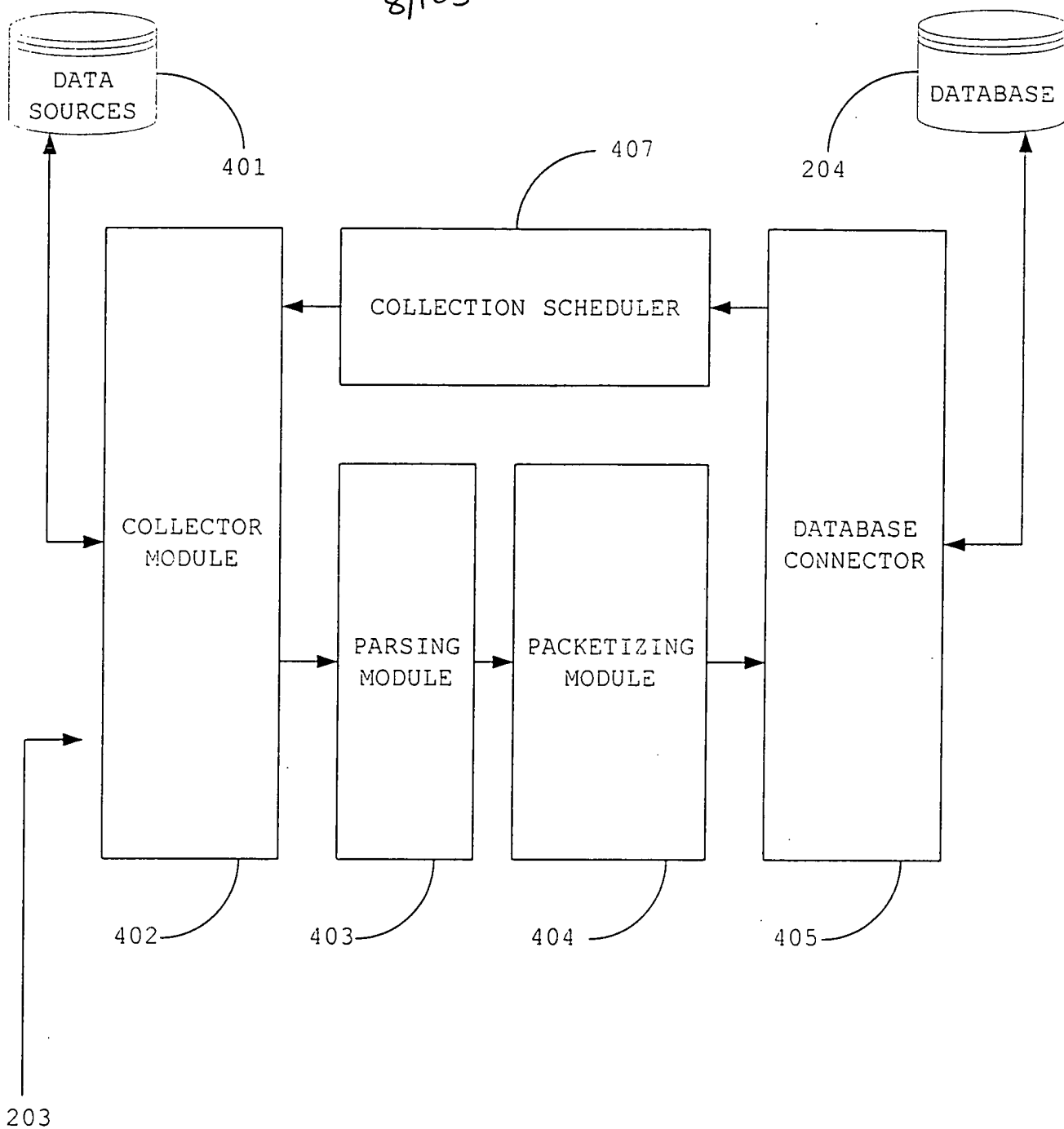


FIGURE 4A

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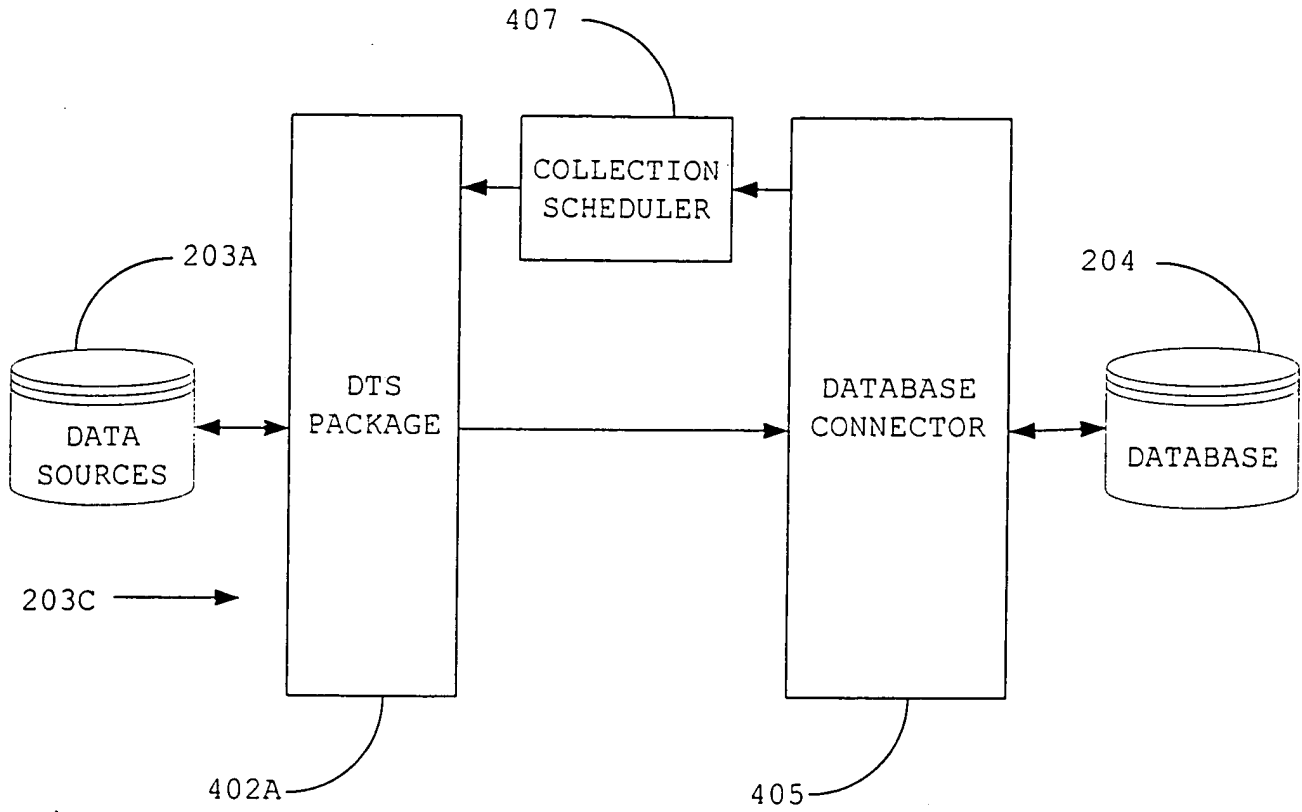


FIGURE 4B

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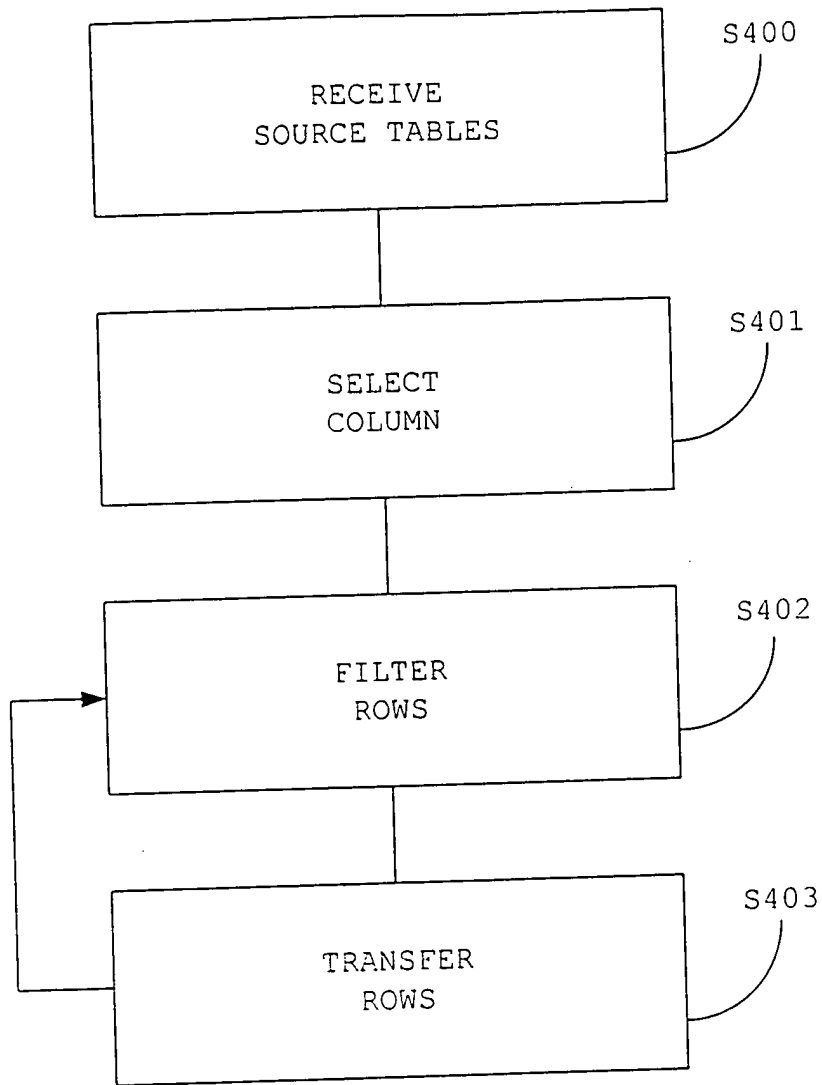


FIGURE 4C

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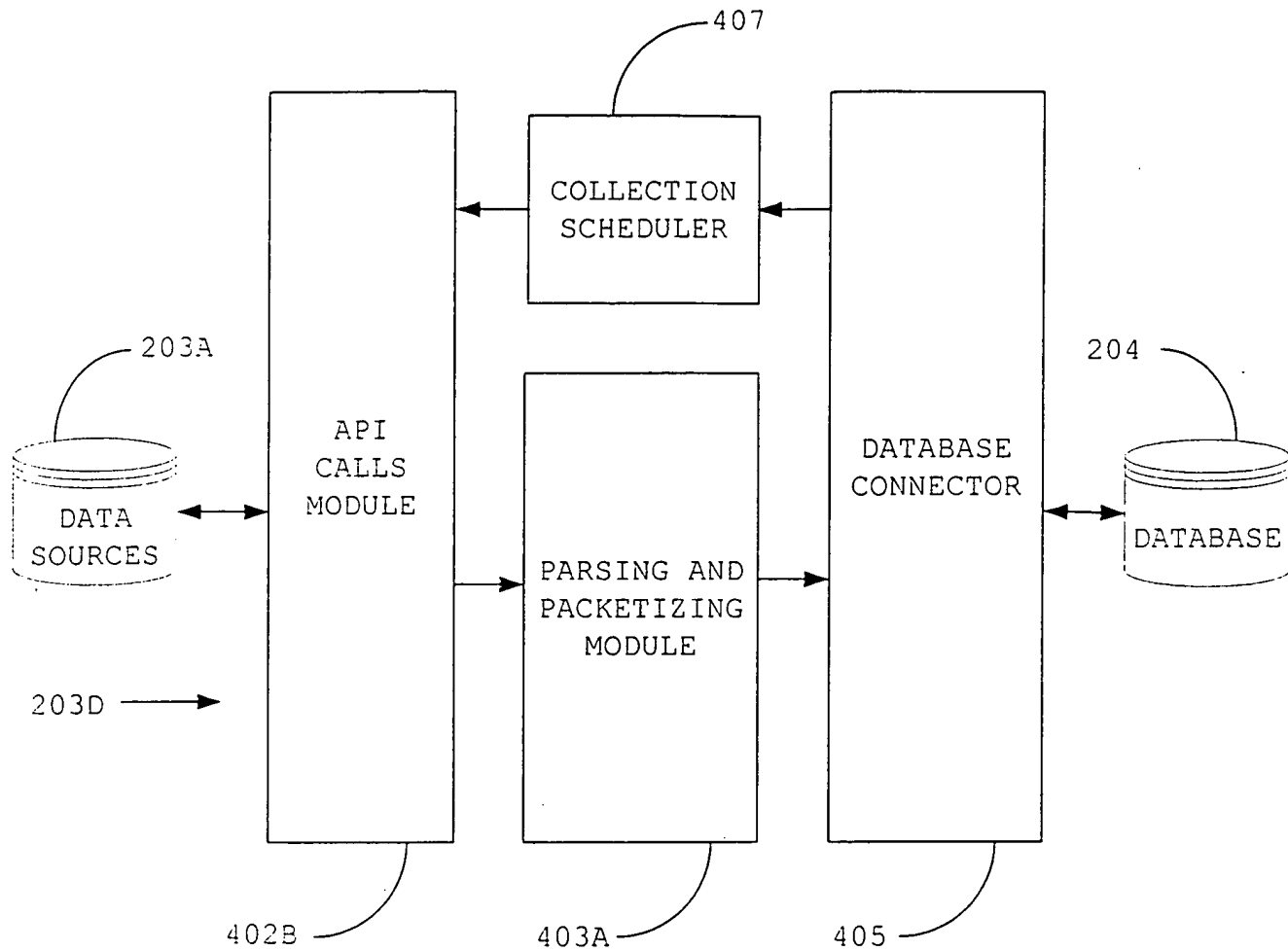


FIGURE 4D

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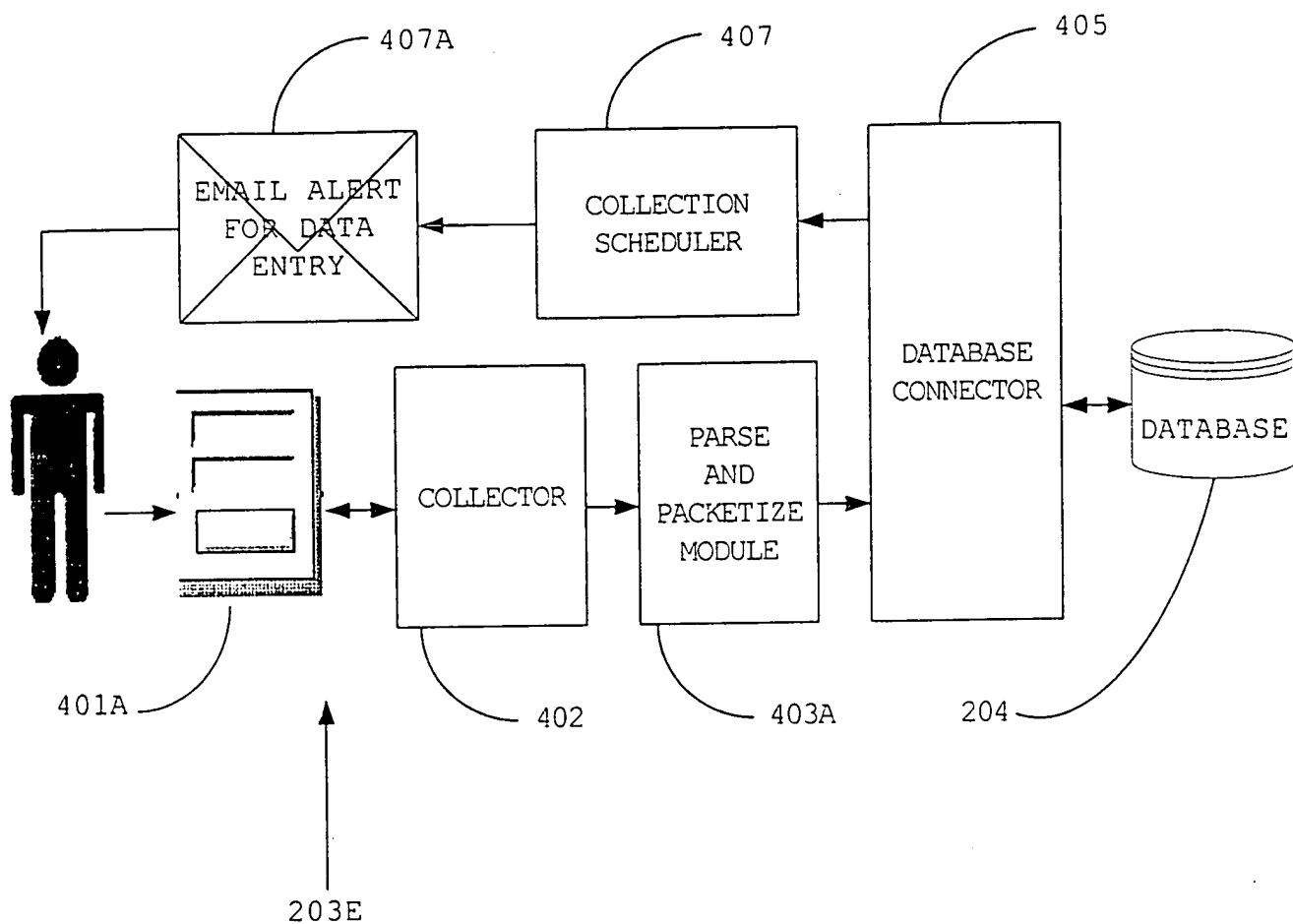


FIGURE 4E

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| QUESTIONNAIRE | TITLE | DESCRIPTION |
|---------------|---------------------|---|
| 1 | SALES FORECAST | COLLECTS SALES FORECAST INFORMATION FROM SALES TEAM-MEMBERS |
| 2 | QUALITY INFORMATION | COLLECTS PRODUCTION QUALITY INFORMATION |

RESPONDERS

| RESPONDER ID | QUESTIONNAIRE | USER ID |
|--------------|---------------|---------|
| 1 | 1 | 12 |
| 2 | 1 | 6 |

PRESENTATION SCHEDULE

| SCHEDULE ID | RESPONDER ID | START DATE | END DATE | DAYS OF WEEK FREQUENCY | REMAINDER EMAIL TIME | EMAIL TEXT |
|-------------|--------------|------------|----------|------------------------|----------------------|---------------------------------------|
| 1 | 1 | 11/01/01 | 01/31/02 | M,T,W,TH,F | 16:00 HOURS | RESPOND AT A WEBSITE E.G. WWW.ABC.COM |
| 2 | 2 | 07/01/00 | 06/30/01 | EVERY MONTH END | 10:00 HOURS | INPUT MONTHLY FORECAST |

QUESTIONS

| QUEST | QUESTIONNAIRE | TYPE | TEXT | RESULT TYPE | VALIDATE |
|-------|---------------|------------|---|-------------|----------|
| 1 | 1 | NUMERIC | WHAT DO YOU THINK REVENUES FOR NEXT QUARTER ARE? | NUMERIC | YES |
| 2 | 1 | TRUE/FALSE | DID YOU CALL 30 CUSTOMERS TODAY? | BOOLEAN | YES |
| 3 | 1 | TEXT | WHO DO YOU EXPECT TO CONVERT FROM PROSPECTIVE CUSTOMER? | TEXT (256) | NO |
| 4 | 1 | RANGE | ON A SCALE OF 1 TO 10 WHAT DO YOU THINK ARE CHANCES OF CONVERTING PROSPECT? | BITMAP | NO |

FIGURE 4F

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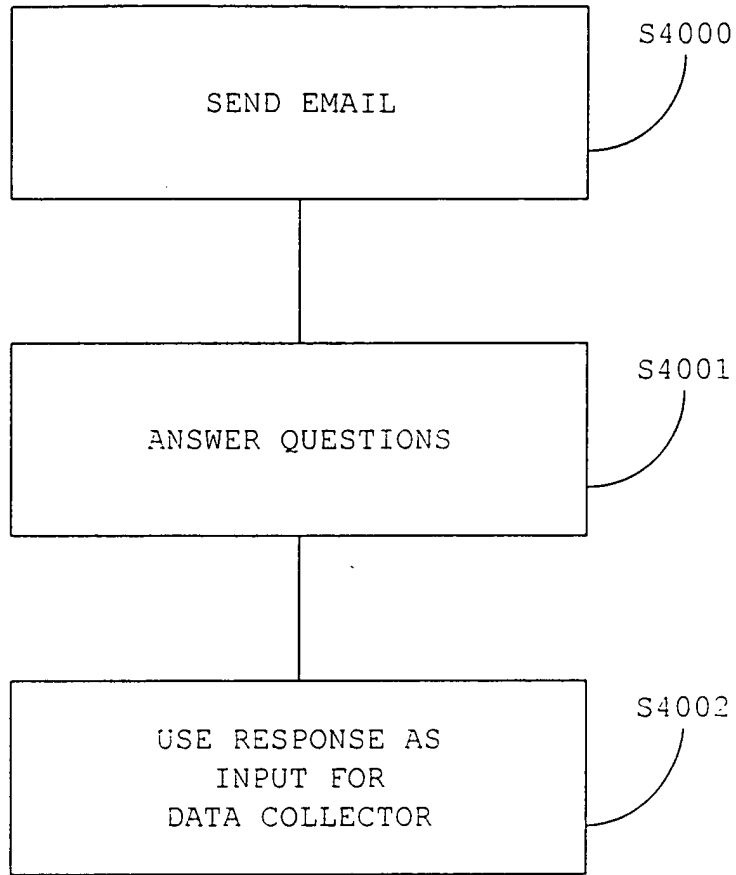


FIGURE 4G

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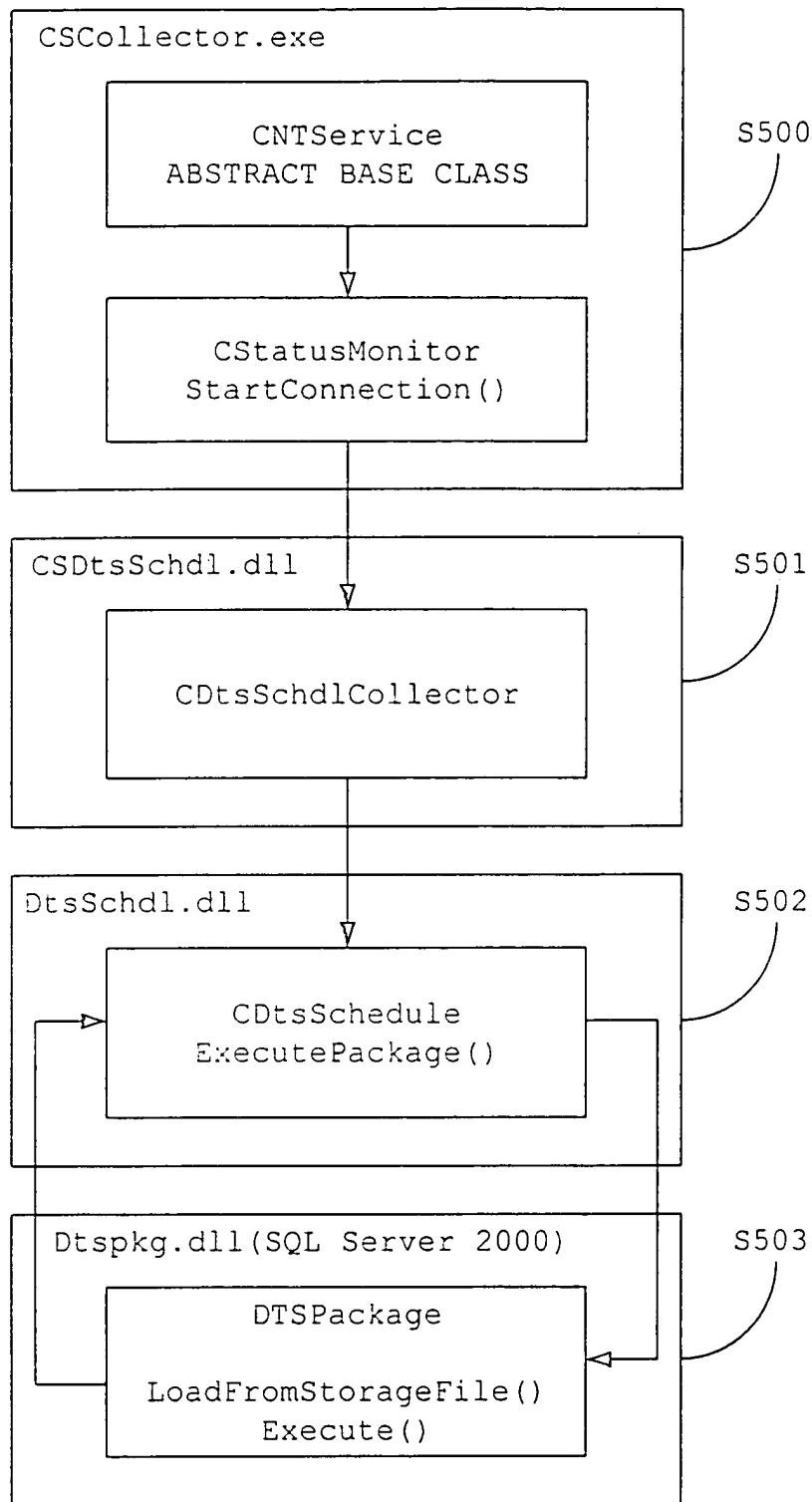


FIGURE 5

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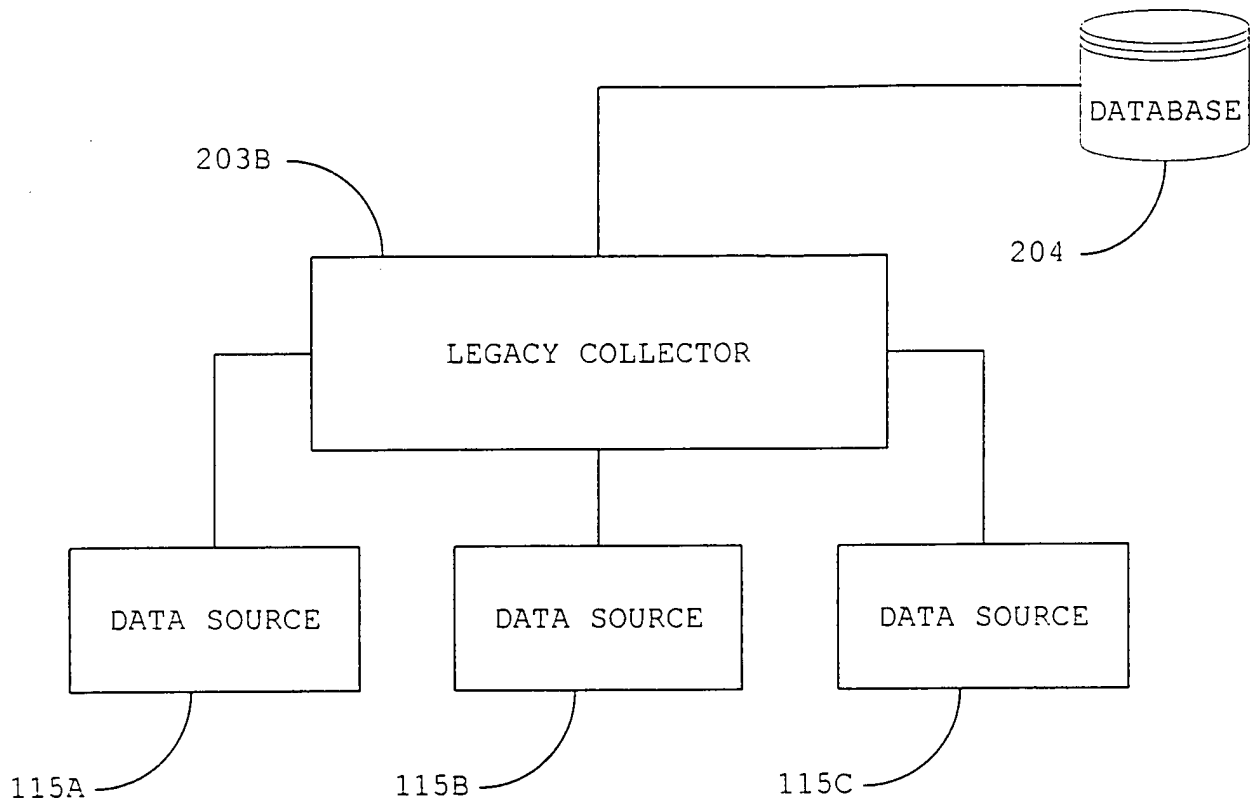


FIGURE 6A

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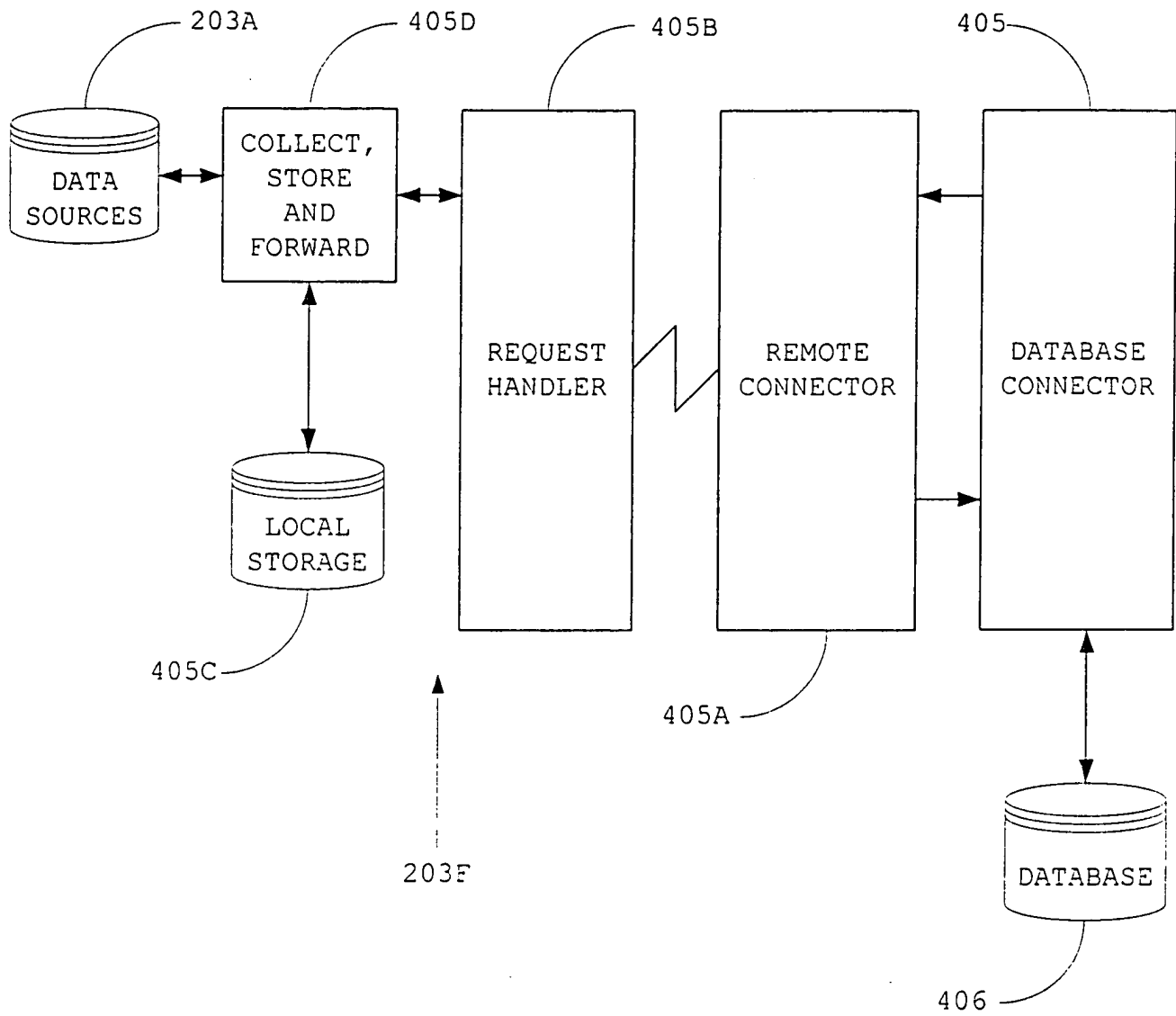


FIGURE 6B

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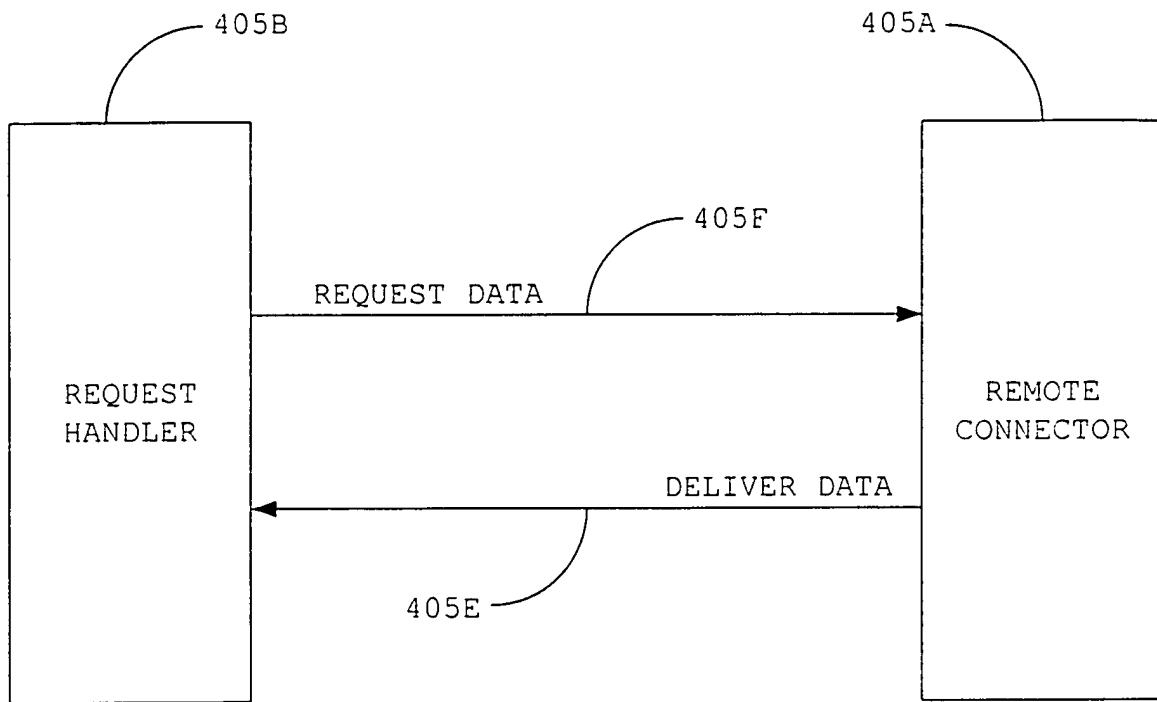


FIGURE 6C

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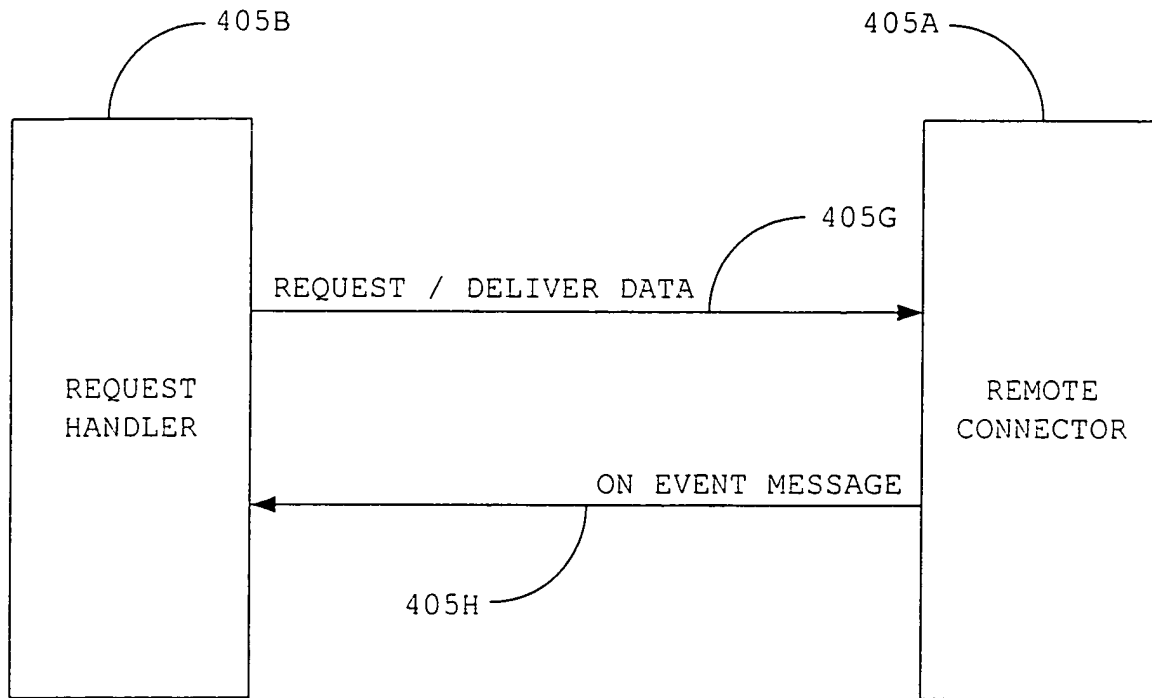


FIGURE 6D

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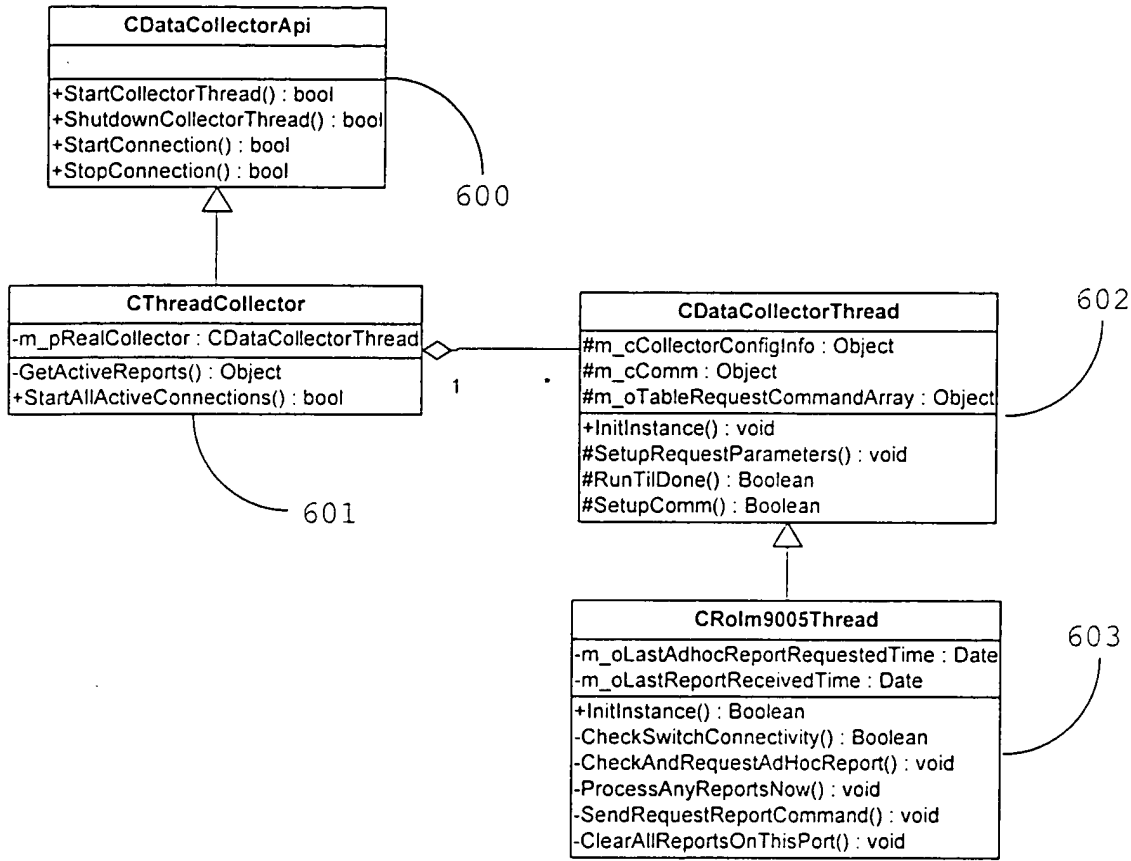


FIGURE 6E

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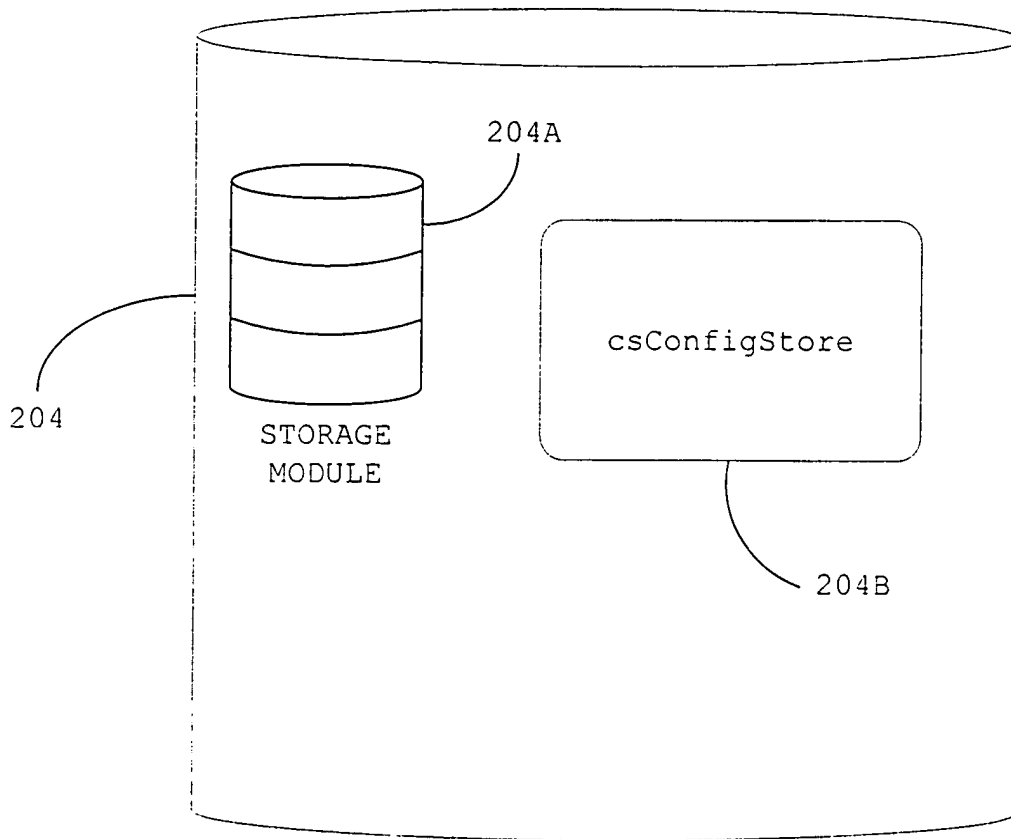


FIGURE 7A DATABASE

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| | PeriodTypeID | DataSourceID | BeginningDateTime | InterfaceID | Hits | FAQs | Searches | Assist |
|---|--------------|--------------|-------------------|-------------|------|------|----------|--------|
| ▶ | 16 | 6 | 8/20/2000 | 1 | 40 | 4 | 3 | 0 |
| | 16 | 6 | 8/21/2000 | 1 | 9 | 0 | 0 | 0 |
| | 16 | 6 | 8/26/2000 | 3 | 4 | 0 | 0 | 0 |
| | 16 | 6 | 8/27/2000 | 1 | 7 | 6 | 0 | 0 |
| | 16 | 6 | 8/28/2000 | 3 | 37 | 0 | 0 | 3 |
| | 16 | 6 | 8/30/2000 | 3 | 15 | 0 | 0 | 1 |
| | 16 | 6 | 9/3/2000 | 1 | 5 | 1 | 0 | 1 |
| | 16 | 6 | 9/14/2000 | 3 | 24 | 0 | 0 | 1 |

FIGURE 7B - INTERVAL DATA

| | DataSourceID | ACD_Group | AgentsAvailable | AgentsUnavailable | AgentsWork | |
|---|--------------|-----------|-----------------|-------------------|------------|---|
| ▶ | 1 | SALES | 9 | 4 | 2 | 8 |
| | 1 | DOS | 57 | 56 | 64 | 6 |
| | 1 | UNIX | 3 | 3 | 2 | 2 |
| * | | | | | | |

FIGURE 7C SNAPSHOT DATA

FIGURES 7B AND 7C

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Database Diagram For The RoIm 9005

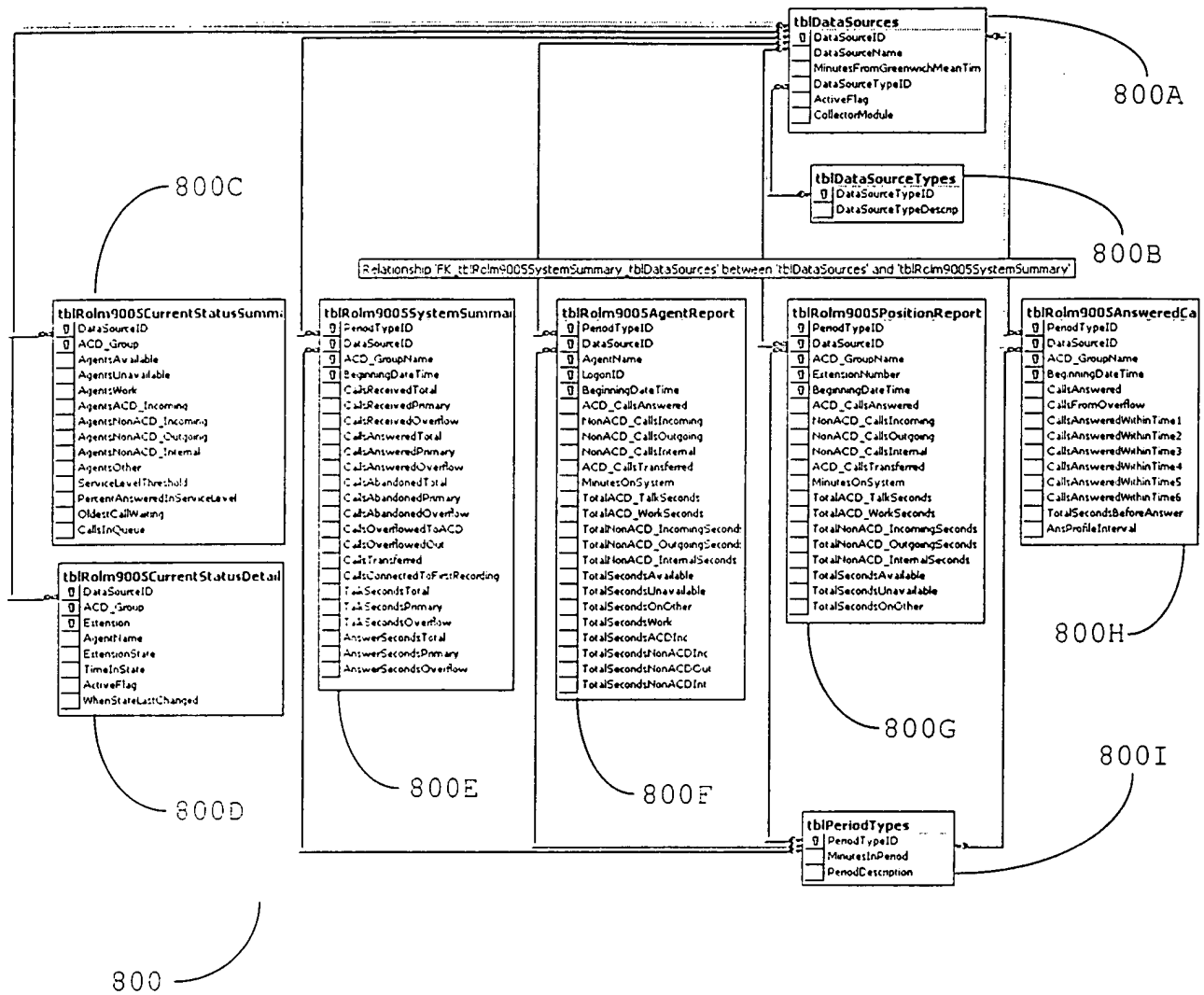


FIGURE 8A

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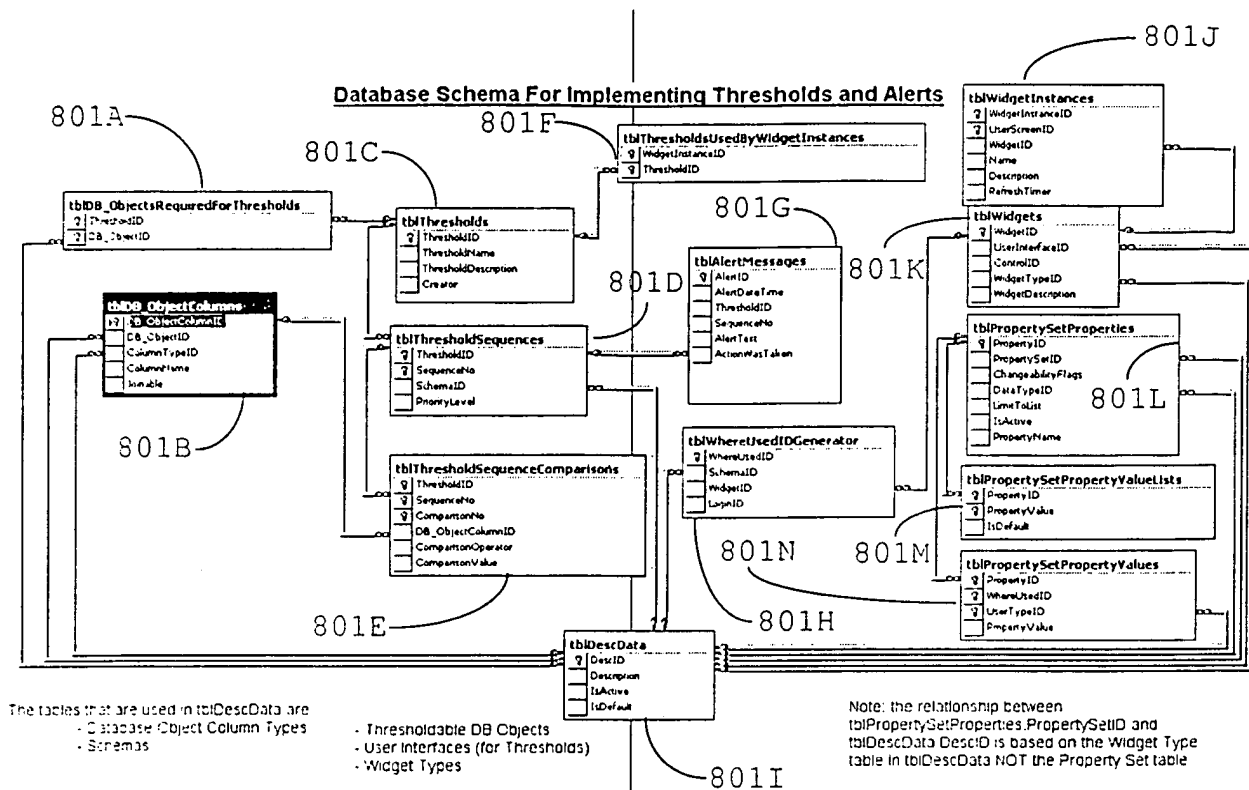
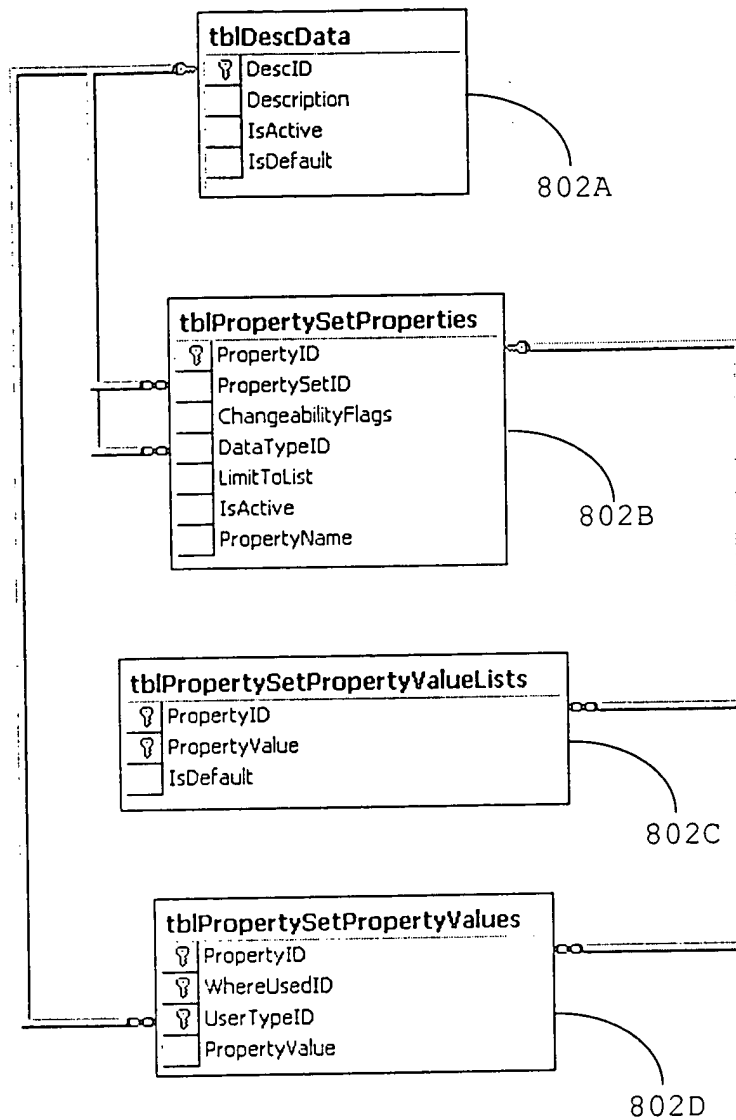


FIGURE 8B

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Diagram of Tables Associated With Property Sets



The tables that are used in tblDescData are:

- Property Sets
- Property Data Types
- Users of Property Sets

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FIGURE 8C

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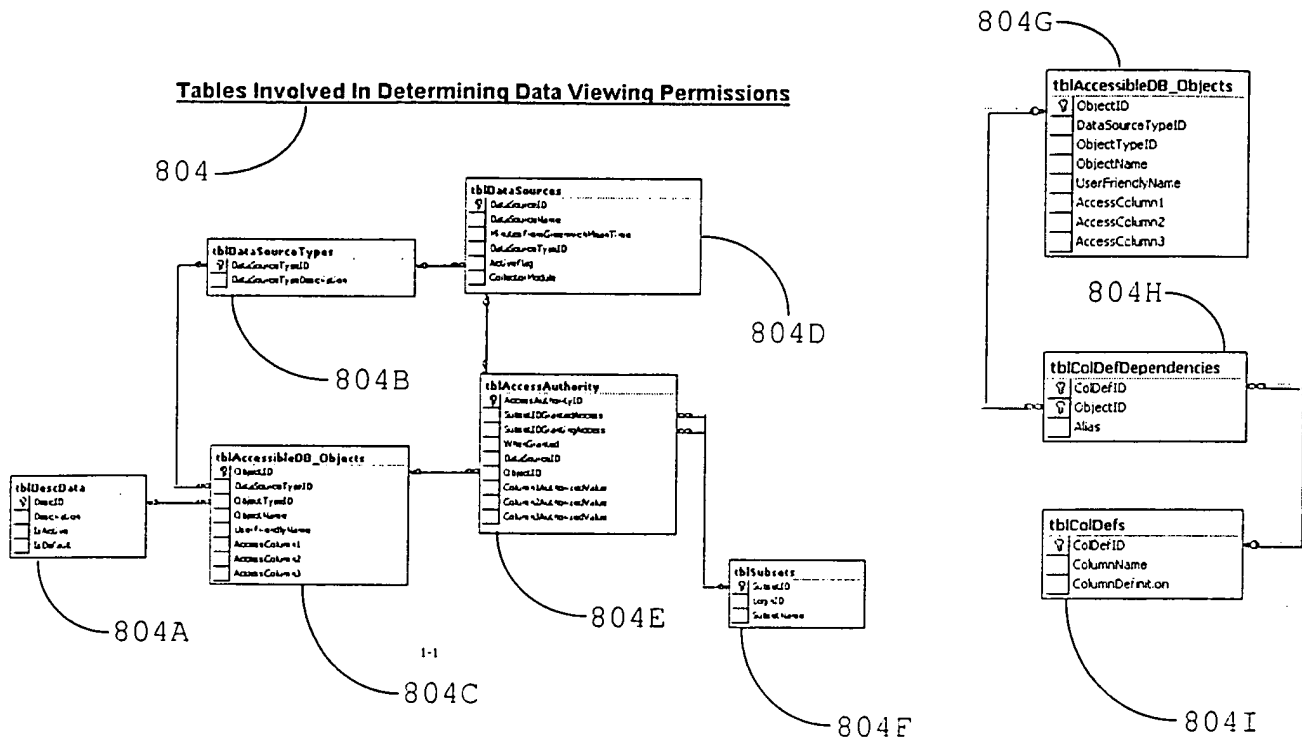


FIGURE 8D

Tables Associated With Adding A New Data Source Type and/or Data Source ID

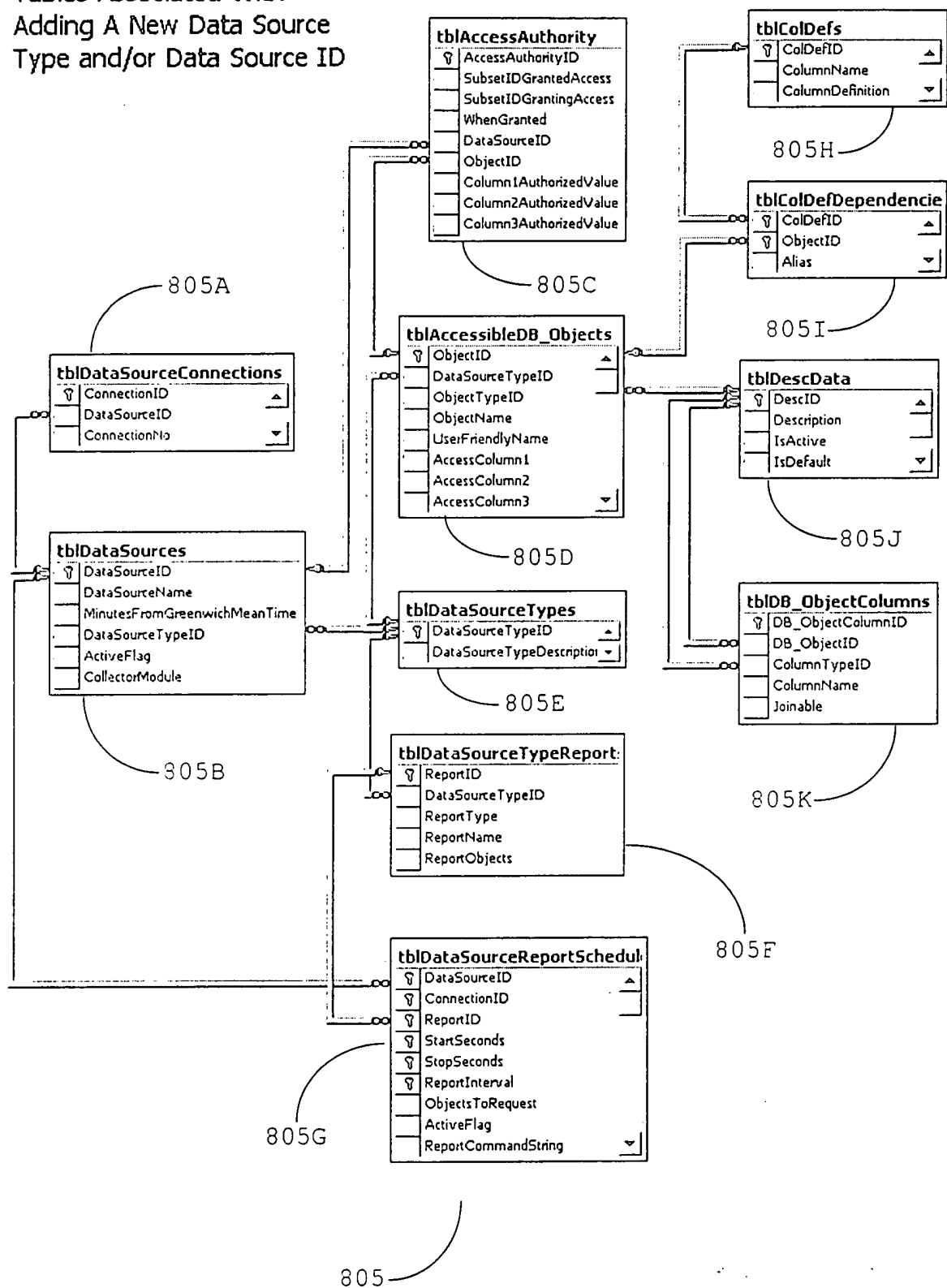
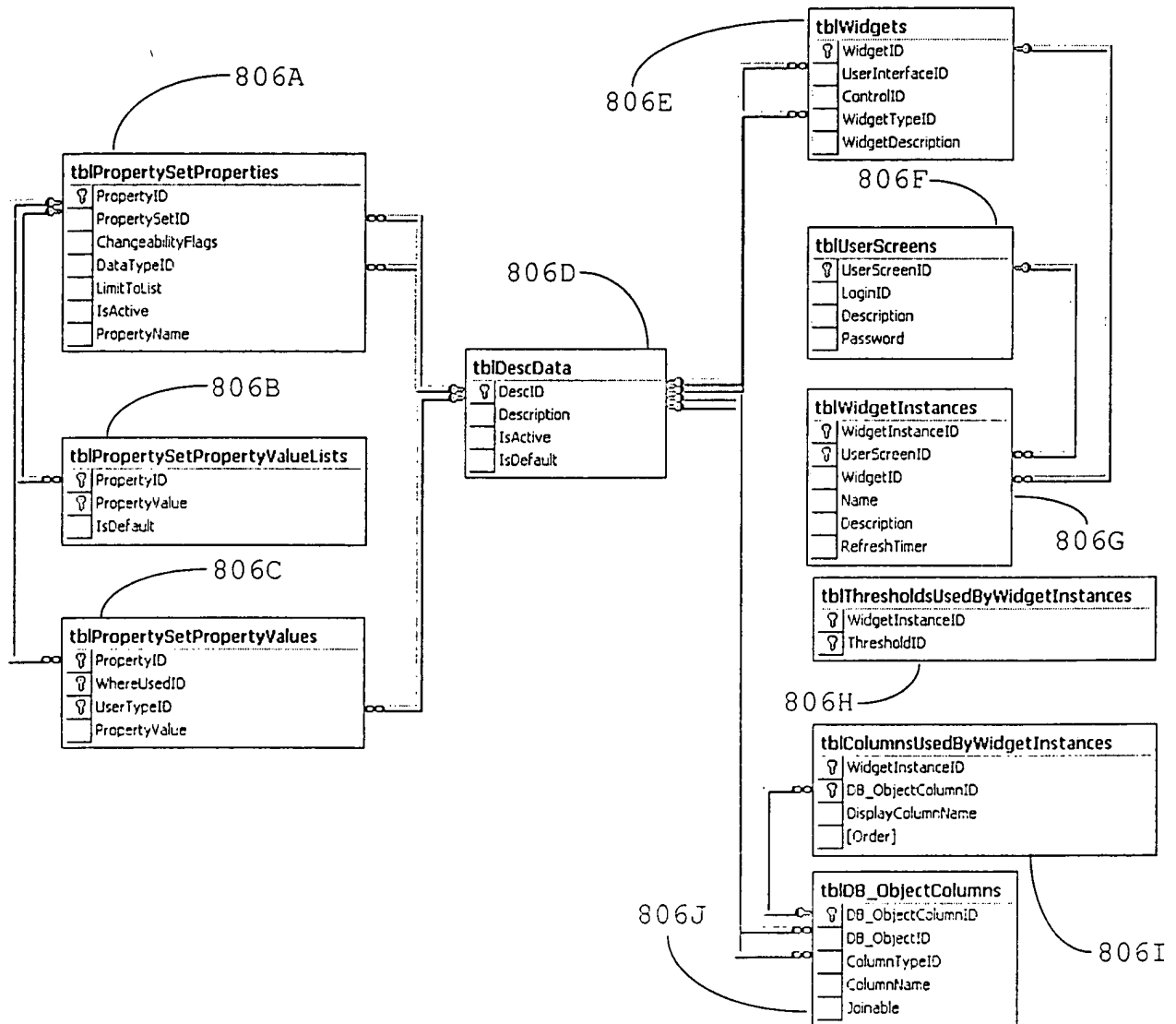


FIGURE 8E

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FIGURE 8F

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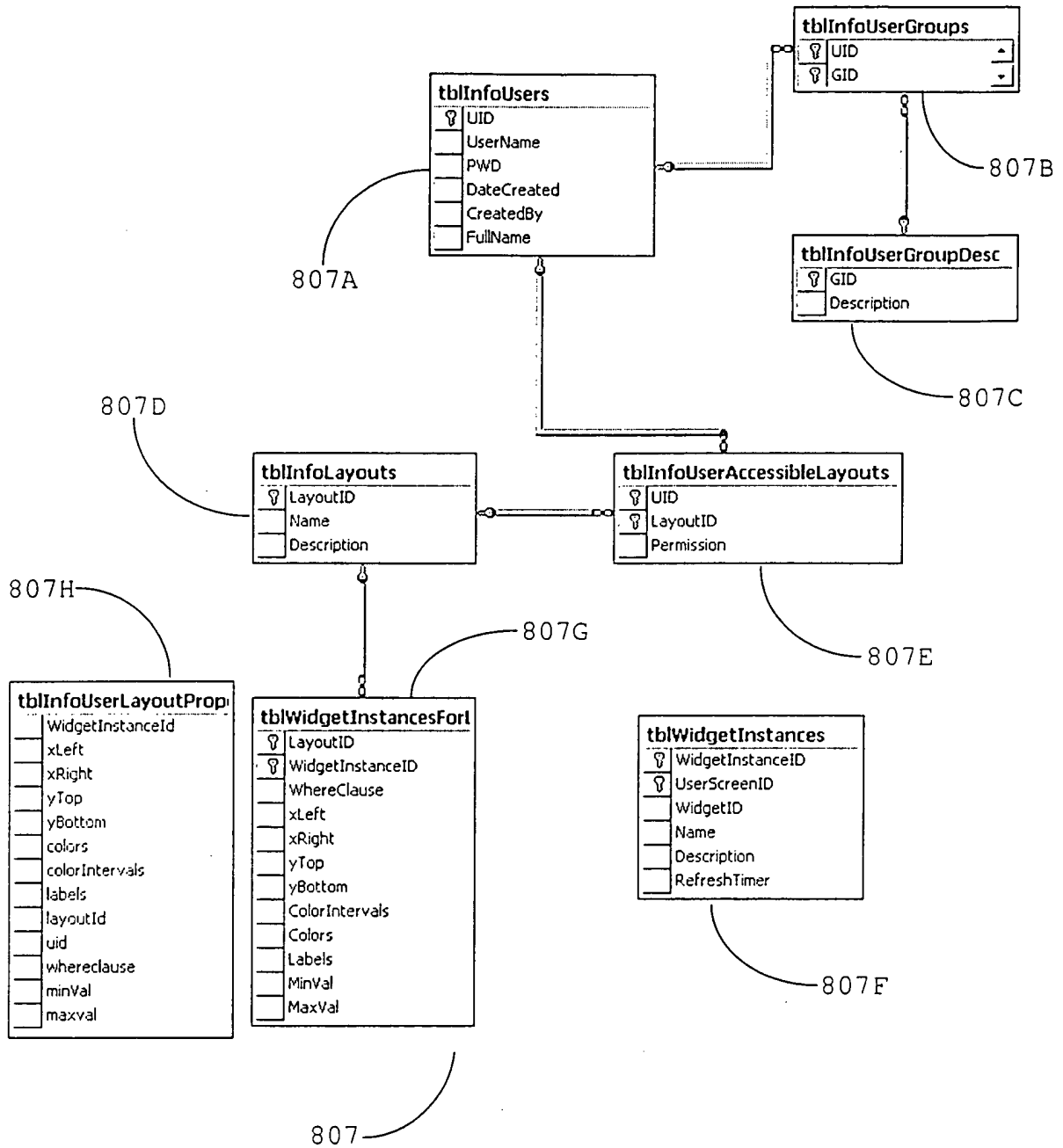


FIGURE 8G

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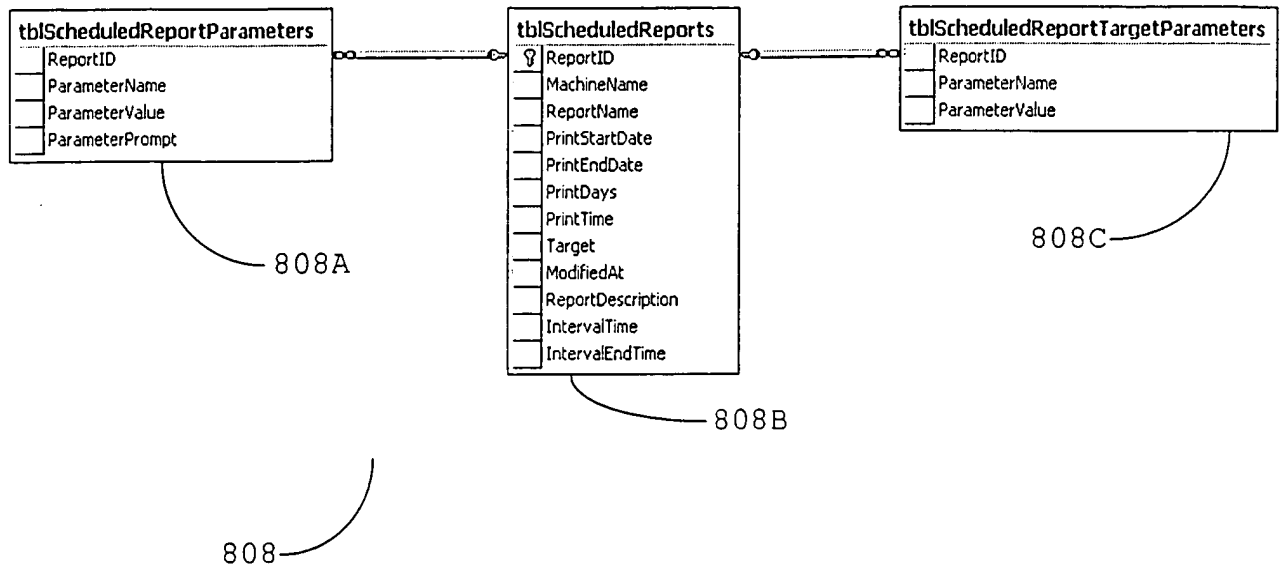
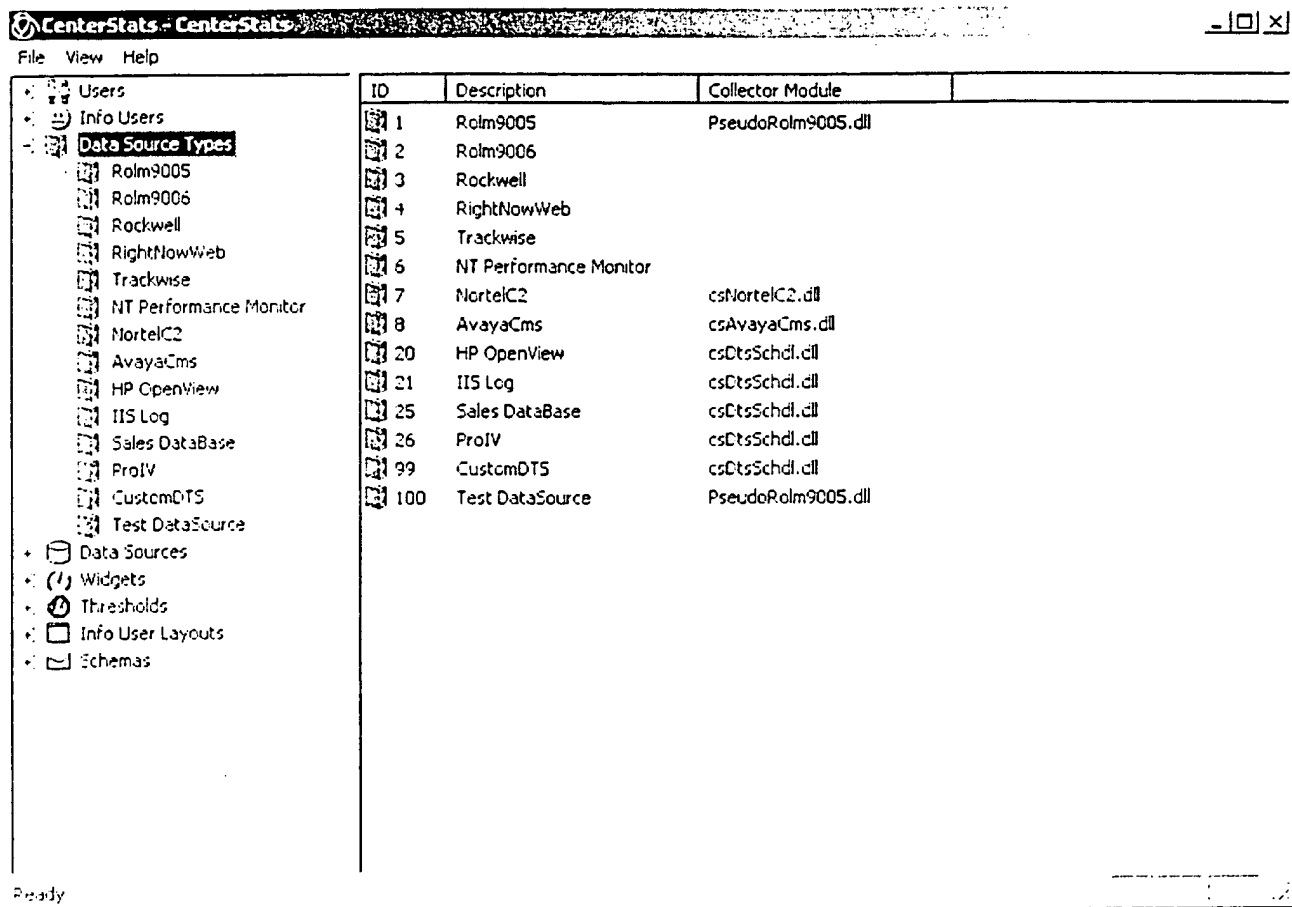


FIGURE 8H

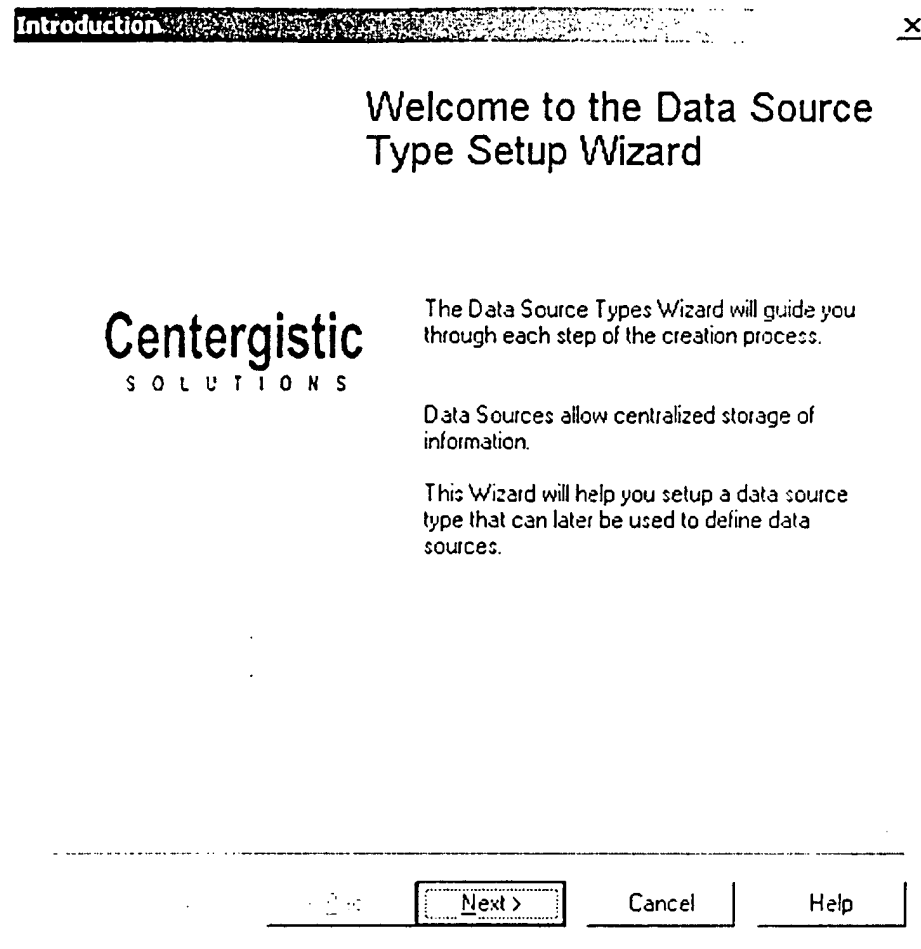
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 Express Mail No: EV212804941 US
 Reg No: 39,535

FIGURE 8I

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Reg No: 39,535

FIGURE 8J

Data Source Type X

This page allows you to add a new Data Source type and to select the collector module associated with it. Each Data Source type you create can then be used for adding actual Data Sources and the selected module will be used to retrieve data from them. Data Source types identify the data sources that are added to the system.

Data Source Type

Collector Module

FIGURE 8K

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Add/Create Objects

This page allows you to assign tables/views to the Data Source type just created. The assigned tables can either be chosen from the predefined list of tables in the database or can be created. You have the option to add the views defined with a table. Once a table/view associated with a DataSource type, it's column properties can also be edited.

Predefined Tables:

dtproperties

Results

tblCsSysObjects

tblHPOpenViewEventCurrentSta

tblHPOpenViewEventDetail

tblISODBCLog

tblProIVTS_NT

tblProIVTS_WTIME

tblRightNowWebIncidents

tblRightNowWebIncidentStatisti

tblRightNowWebInterfaces

tblRightNowWebStatistics

tblSalesDemoCurrentSales

tblSalesDemoIntervalReport

tblTest

tblTrackWiseTicketCounts

tblTrackWiseTicketCountsByAg

Add >>

<< Remove

Edit Columns

Add New Table

Assigned Objects

< Back

Next >

Cancel

Help

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 Reg No: 39,535

FIGURE 8L

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Create/Select View X

The following views already exist for the selected table <tblHPOpenViewEventDetail>. You can either select existing unassigned views or create a new basic view, if none exists and then add them to the list of assigned objects for this Data Source type.

| Views | Status |
|-------------------------|------------|
| vwHPOpenViewEventDetail | Unassigned |

View Name : Clear

Add/Create Objects X

This page allows you to assign tables/views to the Data Source type just created. The assigned tables can either be chosen from the predefined list of tables in the database or can be created. You have the option to add the views defined with a table. Once a table/view associated with a Data Source type, its column properties can also be edited.

| Predefined Tables | Assigned Objects |
|--------------------------------|--------------------------|
| dtproperties | tblHPOpenViewEventDetail |
| Results | vwHPOpenViewEventDetail |
| tblCsSysObjects | |
| tblHPOpenViewEventCurrentSta | |
| tblIISOD8CLog | |
| tblProIVTS_NTIME | |
| tblProIVTS_WTIME | |
| tblRightNowWebIncidents | |
| tblRightNowWebIncidentStatisti | |
| tblRightNowWebInterfaces | |
| tblRightNowWebStatistics | |
| tblSalesDemoCurrentSales | |
| tblSalesDemoIntervalReport | |
| tblTest | |
| tblTrackWiseTicketCounts | |
| tblTrackWiseTicketCountsByAg | |

FIGURE 8N

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Add Object Properties

This page allows you to specify a user friendly name and the object type for the objects assigned to this Data Source type. This data will be used later on, while configuring users, datasources, widgets, thresholds and schemas.
You can either use the default values or specify your choice.

| Object Name | User Friendly Name | Object Type |
|--------------------------|--------------------------|-------------|
| tblHPOpenViewEventDetail | tblHPOpenViewEventDetail | Table |
| vwHPOpenViewEventDetail | vwHPOpenViewEventDetail | View |

< Back

Next >

Cancel

Help

FIGURE 80

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Specify Access Columns X

This page allows you to specify the access columns associated with each of the assigned objects of this Data Source type. The access columns are actually the columns on which the different levels of drill down capability of PowerUser depends on.
The data will be grouped at different levels based on the specified access columns.

| Object Name | Access Column1 | Access Column2 | Access Column3 |
|--------------------------|----------------|----------------|----------------|
| tblHPOpenViewEventDetail | NULL | NULL | NULL |
| vwHPOpenViewEventDetail | NULL | NULL | NULL |

< Back **Finish** Cancel Help

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Query - CENTERGI-TJIVQT.CenterState.sadms - Unfiled

spGetWidgetInstanceProperties 0 10092, 4

| | WidgetTypeID | WidgetID | WidgetInstanceID | DB_ObjectColumnID | ColumnName | DisplayColumnName | DB_ObjectName |
|---|--------------|----------|------------------|-------------------|----------------|-------------------|-------------------------------|
| 1 | 458757 | 1019 | 10092 | 10189 | ExtensionState | STATE | vwRalm9005CurrentStatusDetail |
| 2 | 458757 | 1019 | 10092 | 10190 | TimeInState | TIS | vwRalm9005CurrentStatusDetail |

☐ Grids ☒ Messages

Query batch completed. CENTERGI-TJIVQT (8.0) sadms (57) CenterState 10:00:00 2 rows Ln 1, Col 42

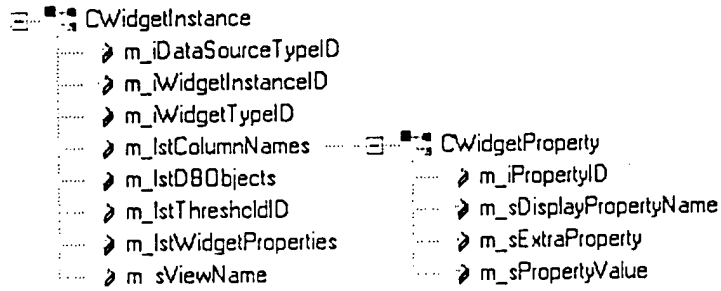


FIGURE 8Q

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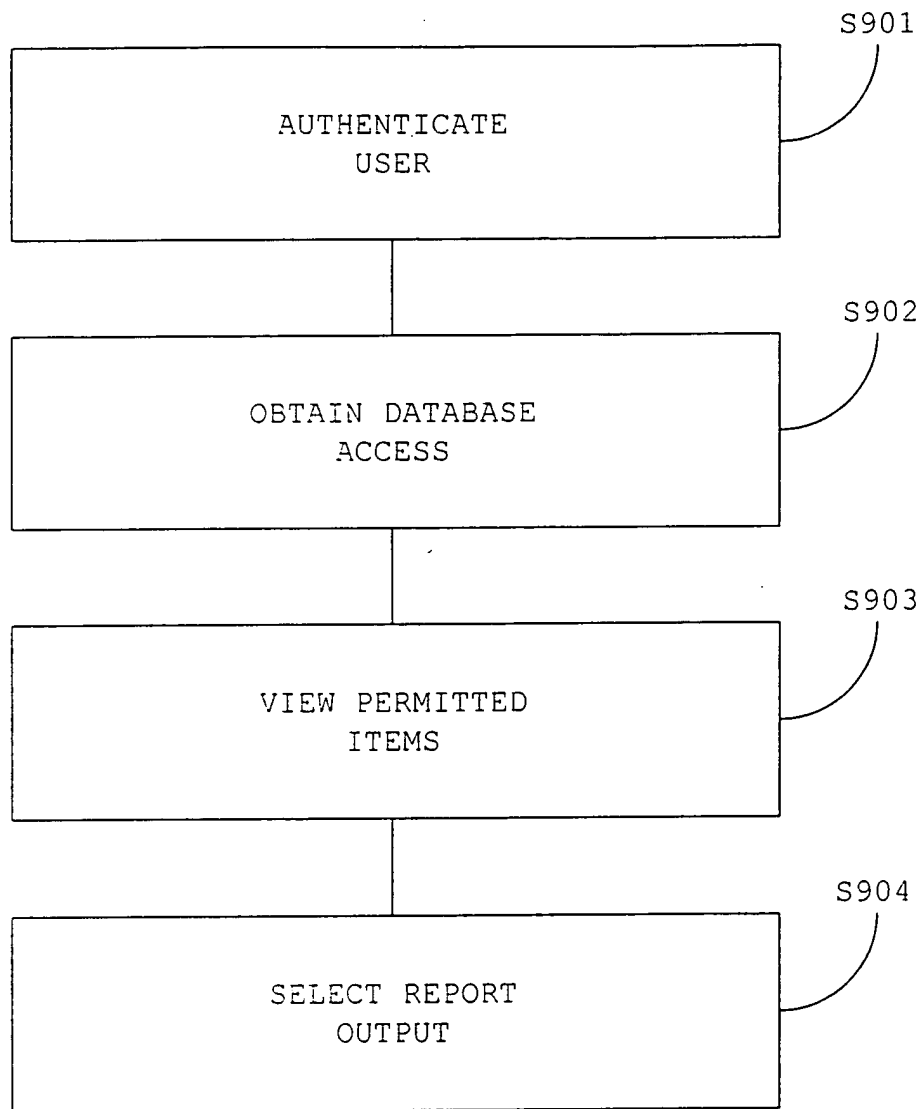


FIGURE 9

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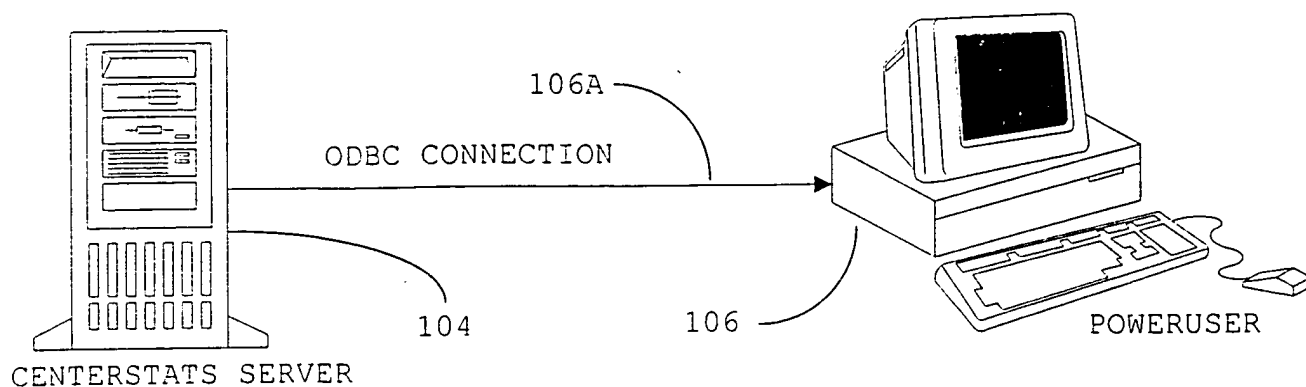
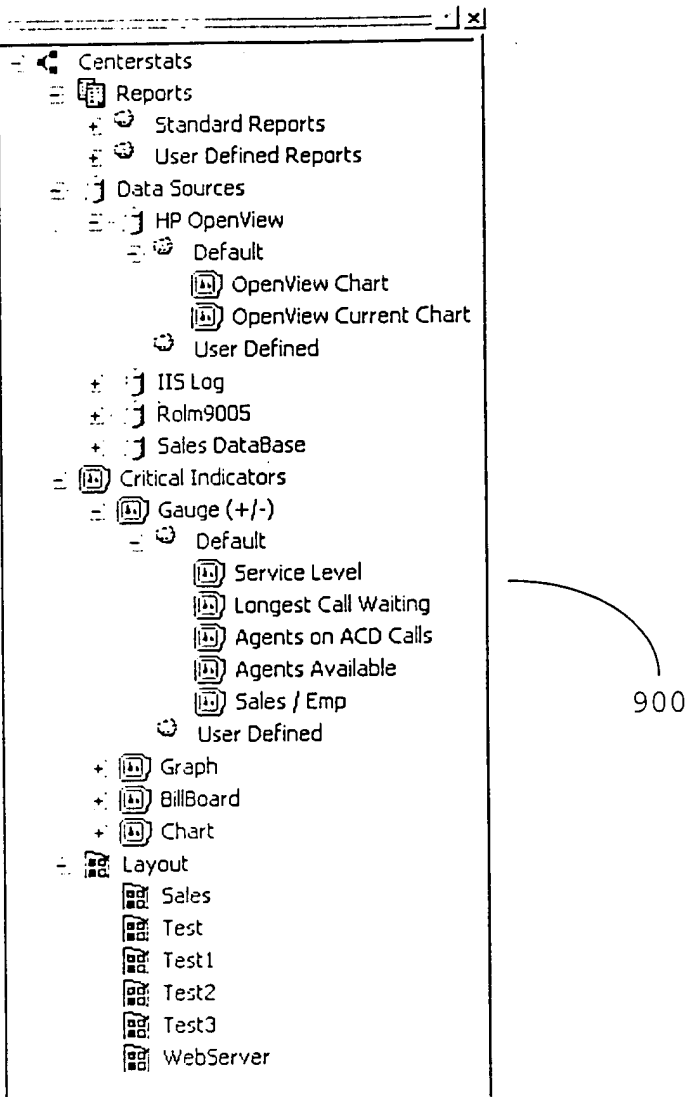


FIGURE 9A - POWERUSER INTERFACE

The screenshot shows a 'Login Setup' dialog box. It has a title bar with a close button (X). The 'Database Connection' field is set to 'CenterStat'. Below this is an 'Options' section with two checkboxes: 'Database connection use NT authentication' (unchecked) and 'Use the additional information below to login (SQL Connection)' (checked). The 'User Supplied Credentials' section has two fields: 'User Name' with the value 'ccadmin' and 'Password' with a masked value '*****'. At the bottom are 'OK' and 'Cancel' buttons. A checkbox at the very bottom is checked and labeled 'Show dialog at startup'.

FIGURE 9B - LOGIN WINDOW

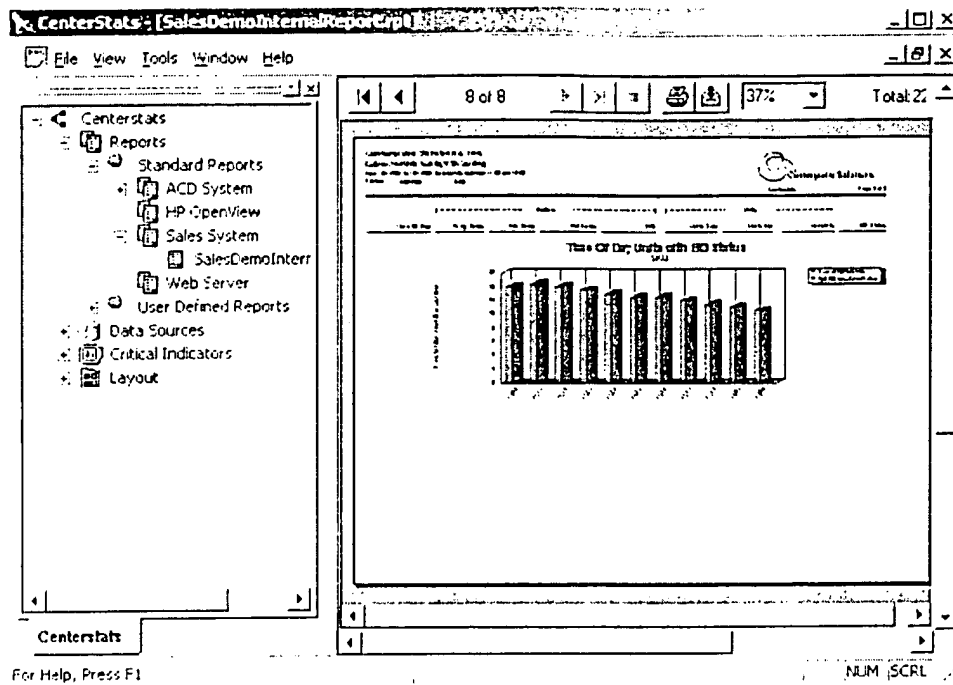
FIGURES 9A AND 9B



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 Reg No: 39,535

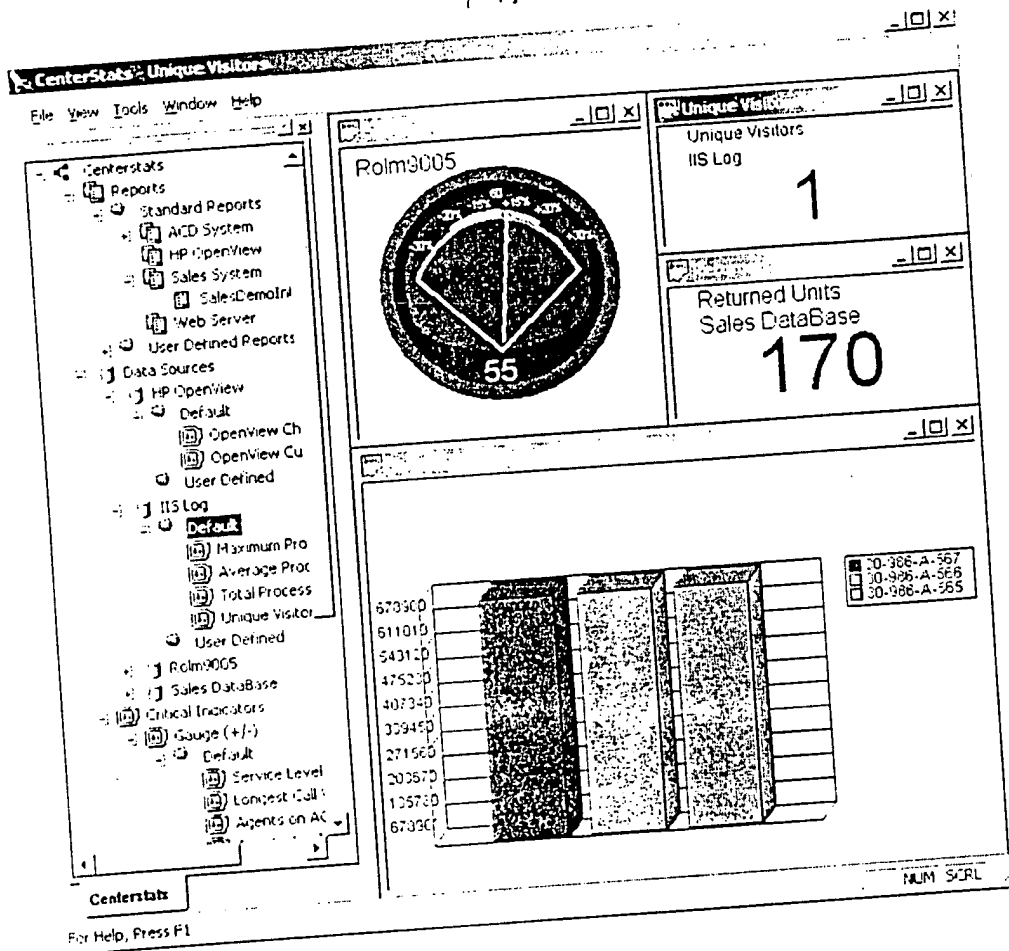
FIGURES 9C - SELECTION TREE VIEW

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FIGURES 9D

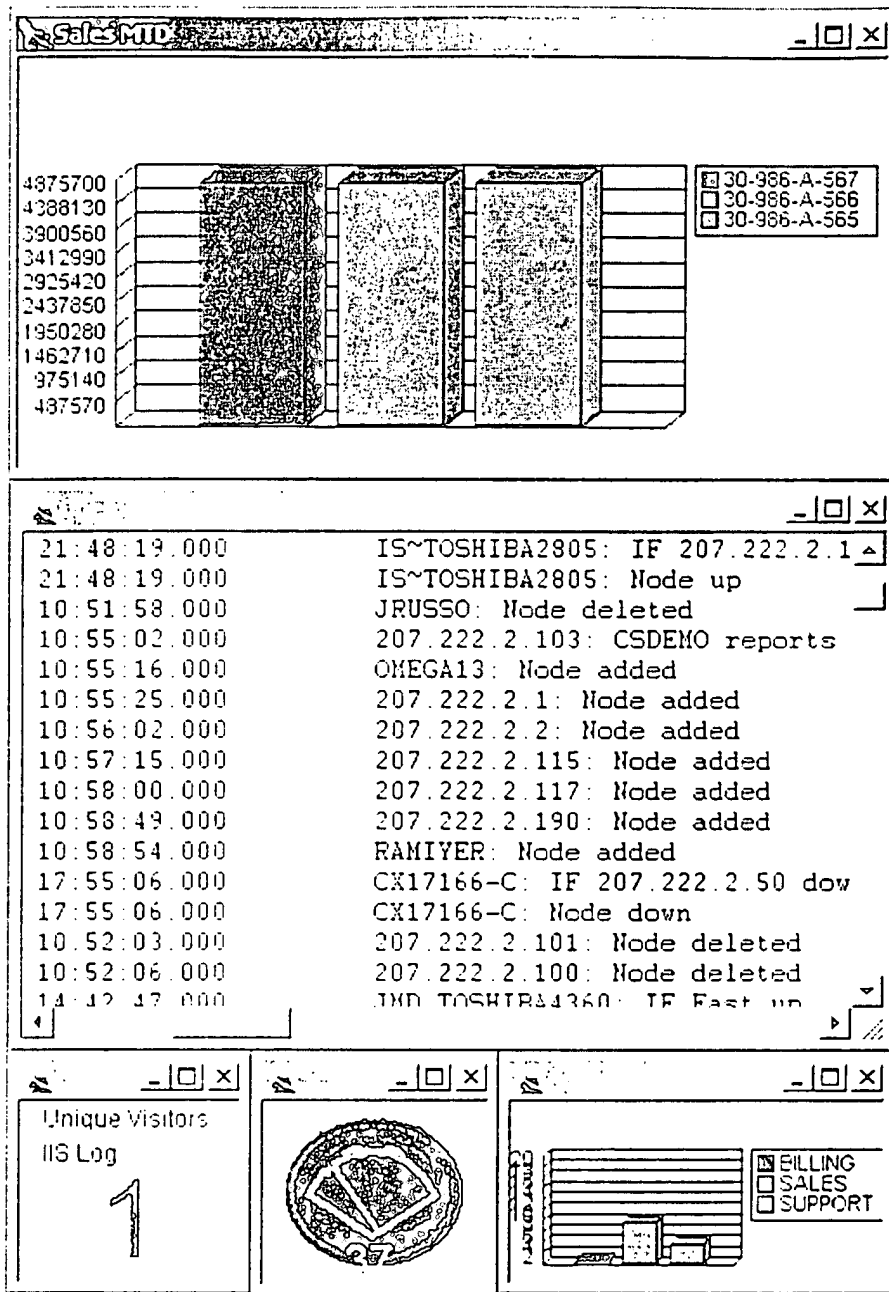
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FIGURES 9E

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FIGURES 9F

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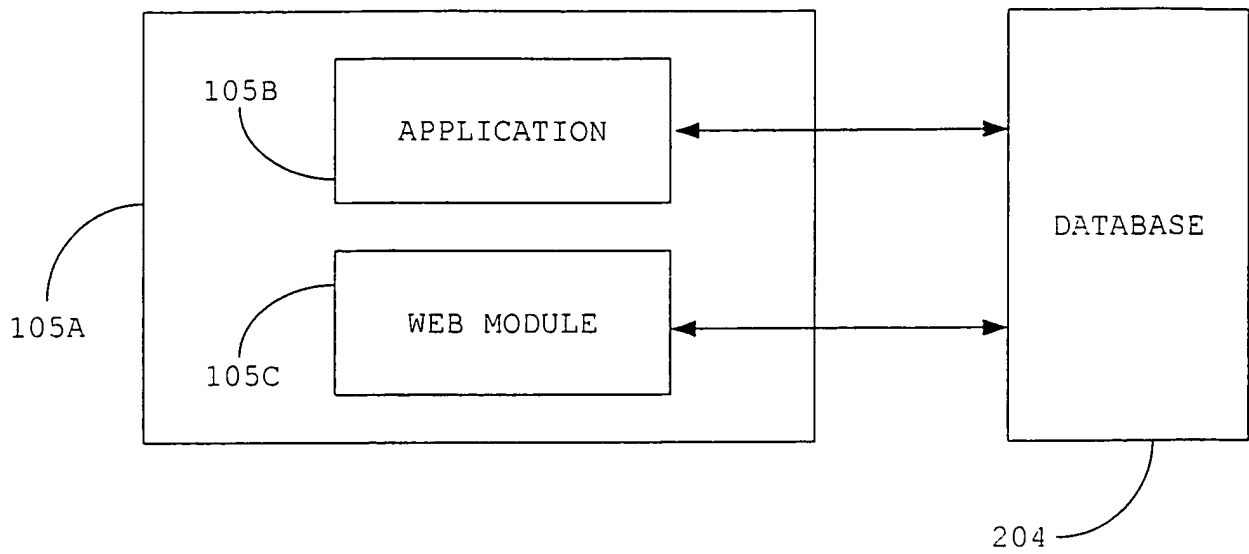


FIGURE 10A

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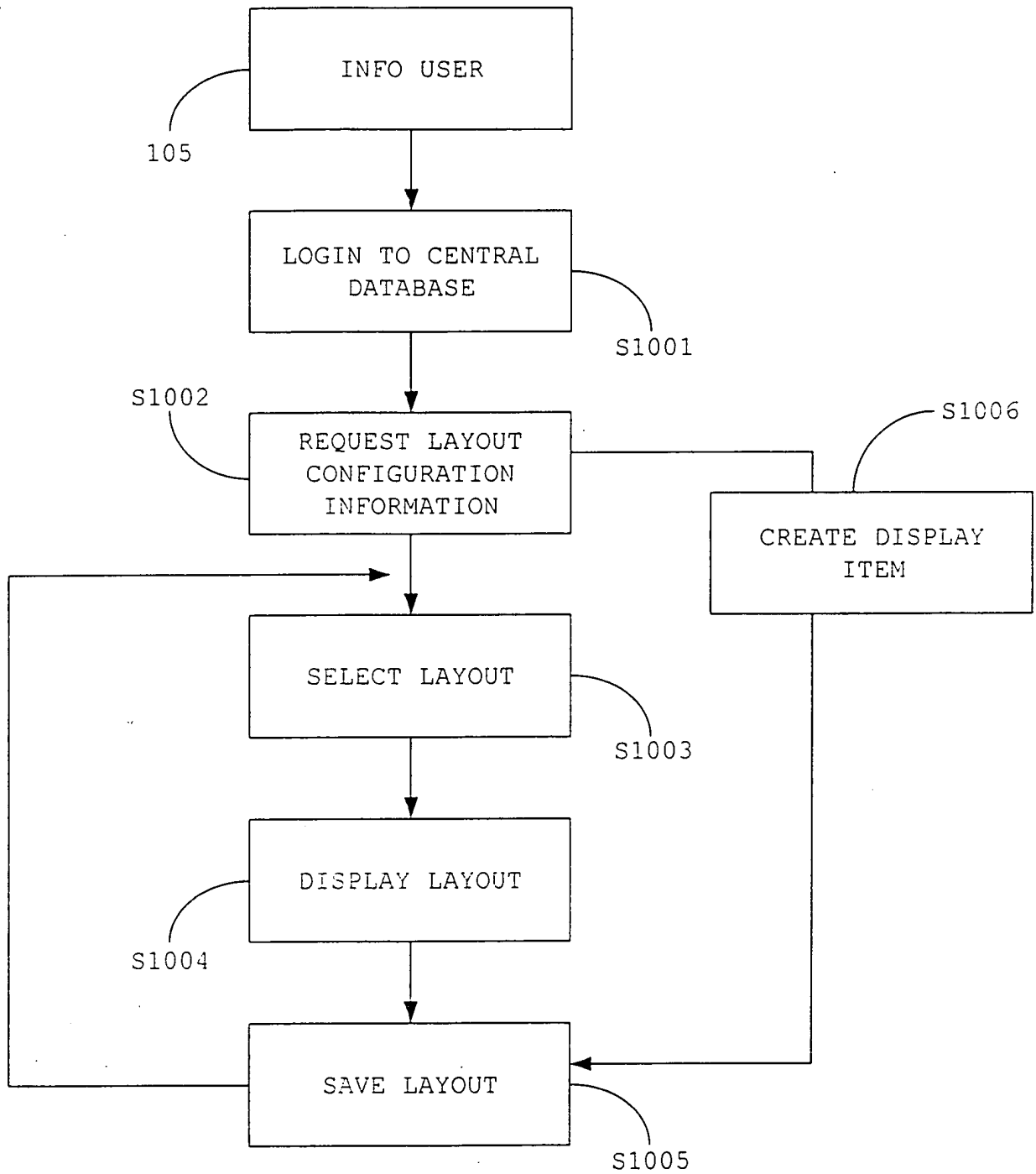


FIGURE 10B

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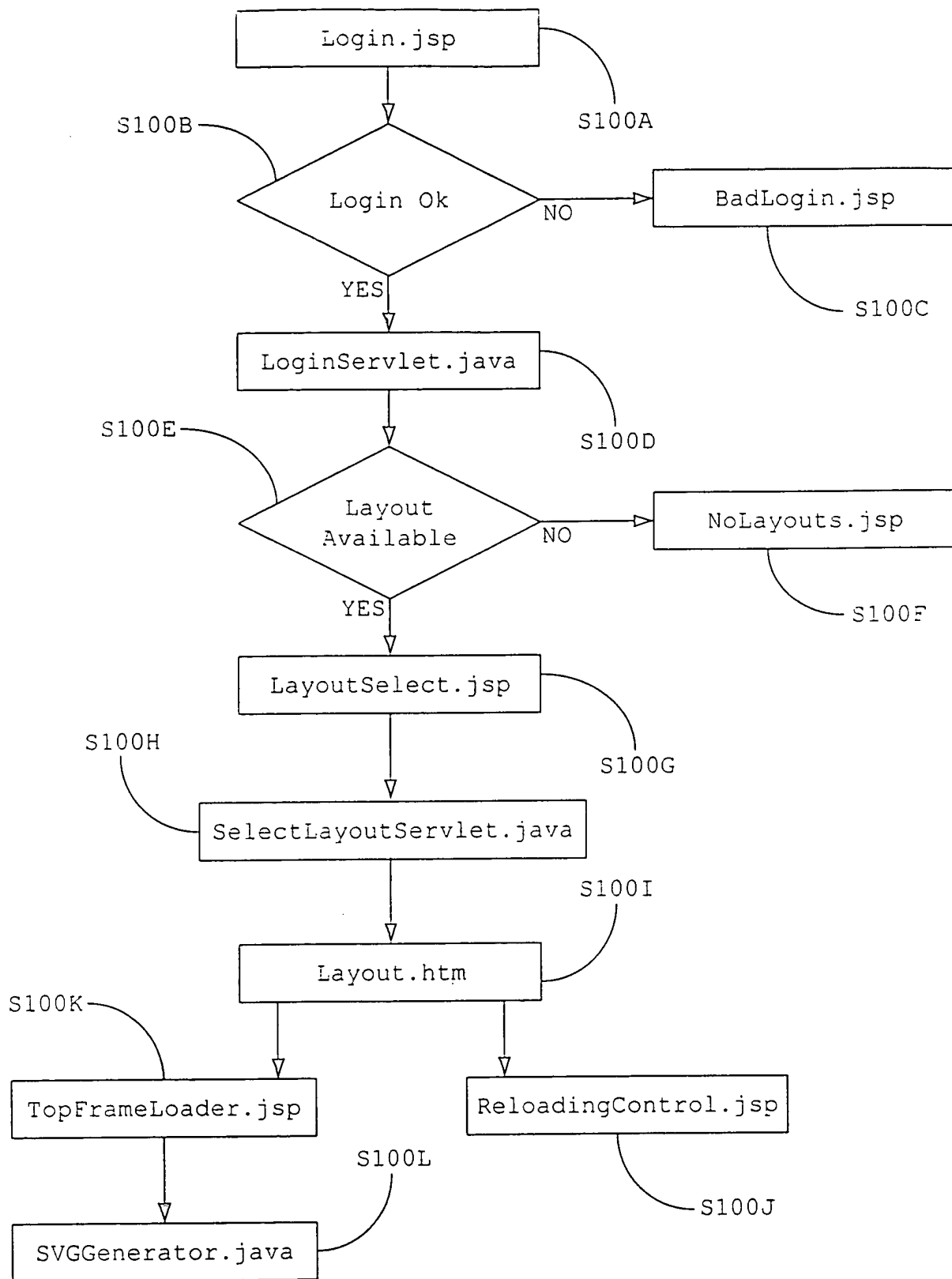


FIGURE 10C

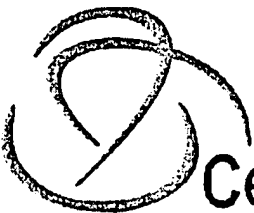
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Info User Login Page: Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://csdemo:8080/InfoUserServer/login.jsp Go Links



Centergistic Solutions™

Username

Password

Login

Done Local intranet

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Reg No: 39,535

FIGURE 11A

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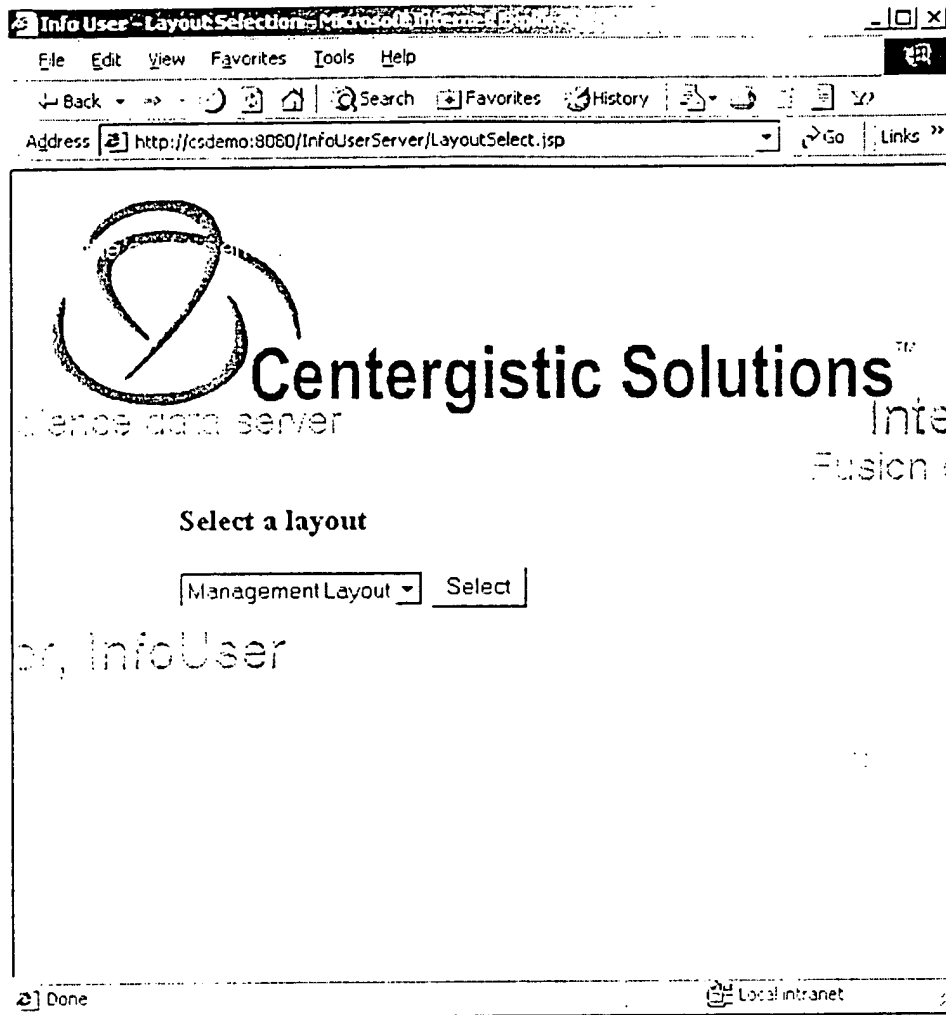


FIGURE 11B

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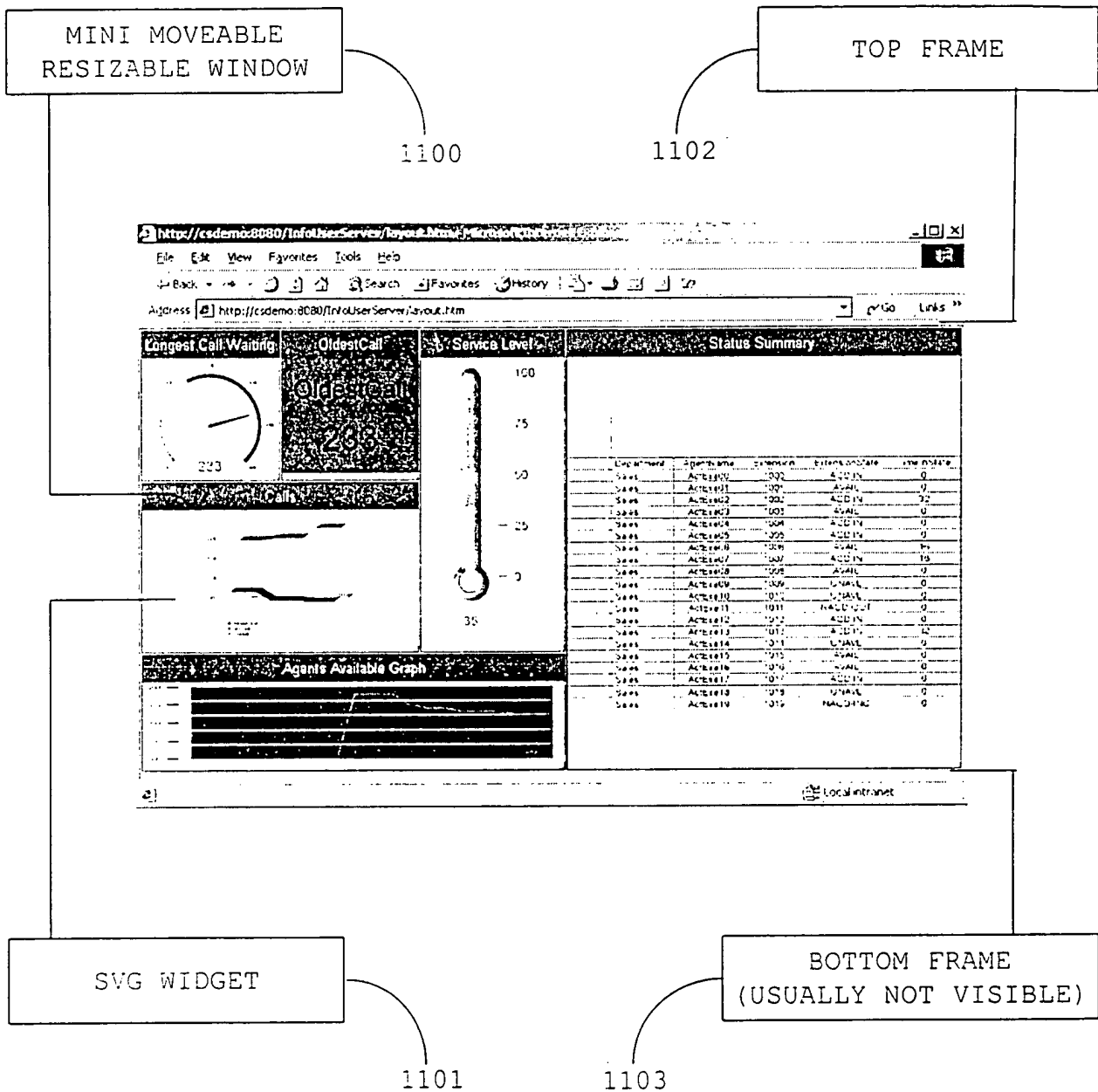


FIGURE 11C

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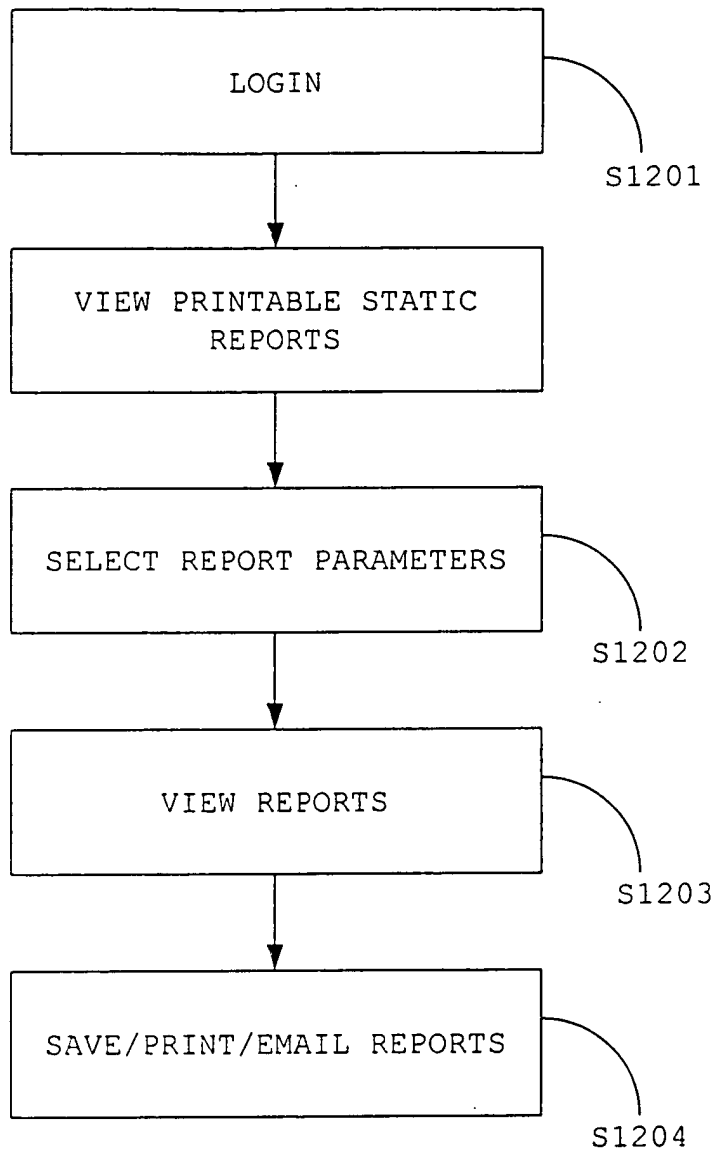


FIGURE 12

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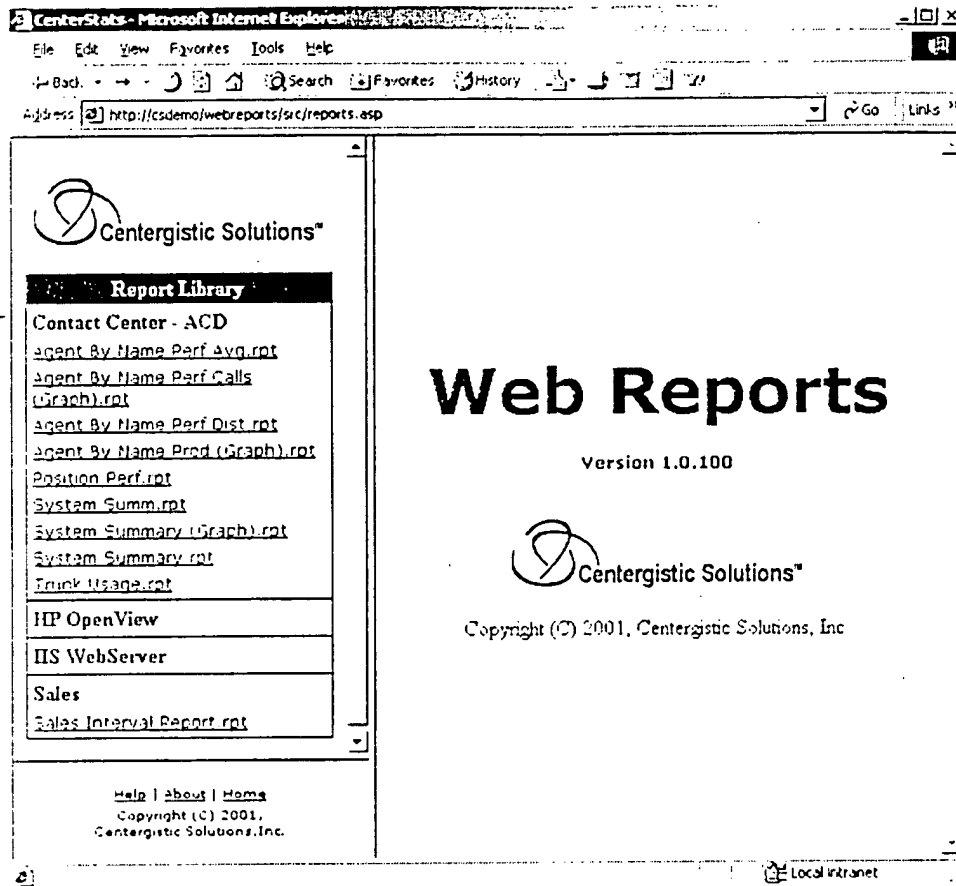


FIGURE 12A

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CenterState - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://cdemojwtrreports/jrc/reports.asp

Centergistic Solutions®

Report Library

- Contact Center - ACD
- Agent By Name Perf Avg.rpt
- Agent By Name Perf Calls (Graph).rpt
- Agent By Name Perf Cost.rpt
- Agent By Name Prod (Graph).rpt
- Position Perf.rpt
- System Summary.rpt
- System Summary (Graph).rpt
- System Summary.rpt
- Trunk Usage.rpt
- HP OpenView
- ITS WebServer
- Sales
- Sales Interval Report.rpt

Help | About | Home
Copyright (C) 2001.
Centergistic Solutions, Inc.

Sales Interval Report.rpt

Report Parameters

Start Date: 10/16/2001

End Date: 10/16/2001

Start Time: HH: MM: SS: 09: 00: 00

End Time: HH: MM: SS: 10: 00: 00

SKU: 30-986-A-565
30-986-A-566
30-986-A-567

☐ Html page ☐ Html Frame ☒ ActiveX Control ☐ Java Applet

Local intranet

FIGURE 12B

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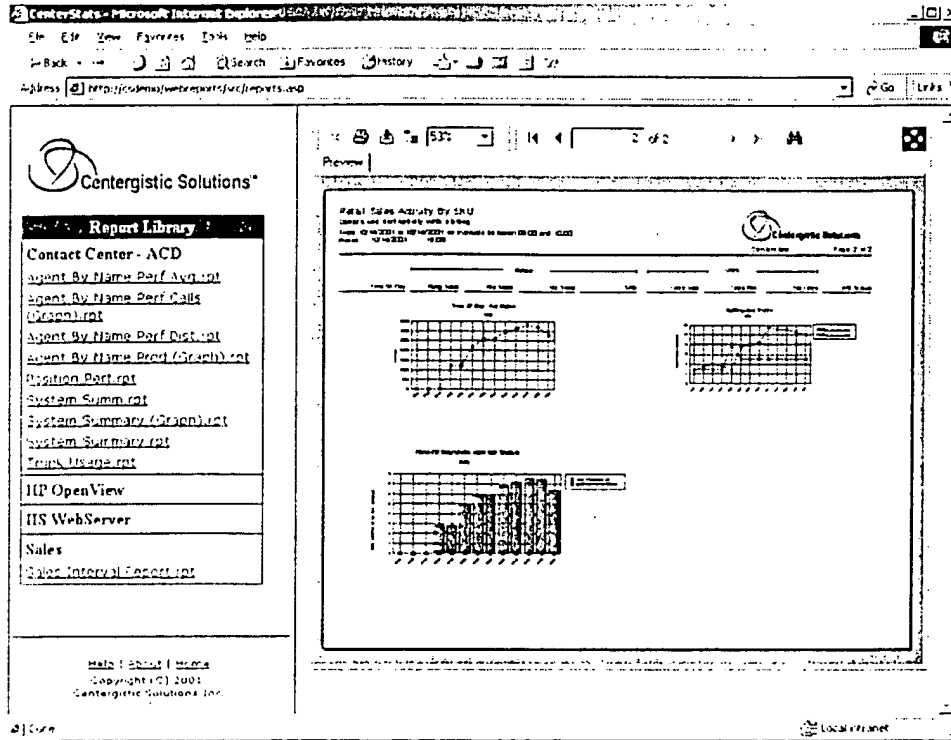


FIGURE 12C

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Microsoft Internet Explorer - http://localhost/webreports/src/login.asp

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address http://localhost/webreports/src/login.asp Go Links

Centergistic

SOLUTIONS

Web Reports

Username

Password

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WebReports and InfoUser are registered trademarks of Centergistic Solutions, Inc.
www.centergistic.com

Local intranet

FIGURE 13A

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1300

Internet Explorer - Microsoft Internet Explorer

Address: http://cscdnet1.computerware.com/Reports and

Agent By Name Perf Avg.rpt

Report Parameters

Start Date: 10/10/2002

End Date: 10/11/2002

Start Time: HH: MM: SS: 00: 00: 00

End Time: HH: MM: SS: 17: 00: 00

Login AgentName(s):

View Report

HTML page HTML Frame ActiveX Control Java Applet

Microsoft Corporation
Copyright © 2002
Internet Explorer

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FIGURE 13B

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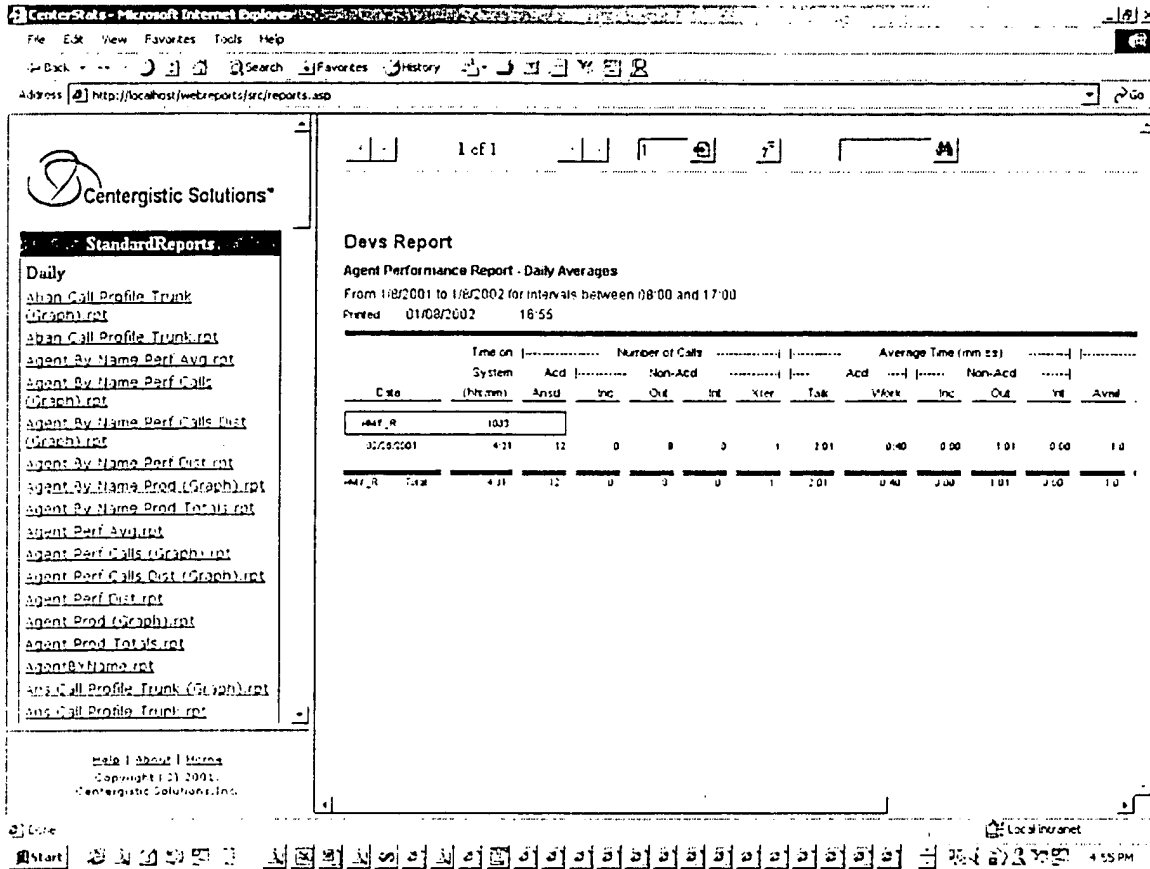


FIGURE 13C

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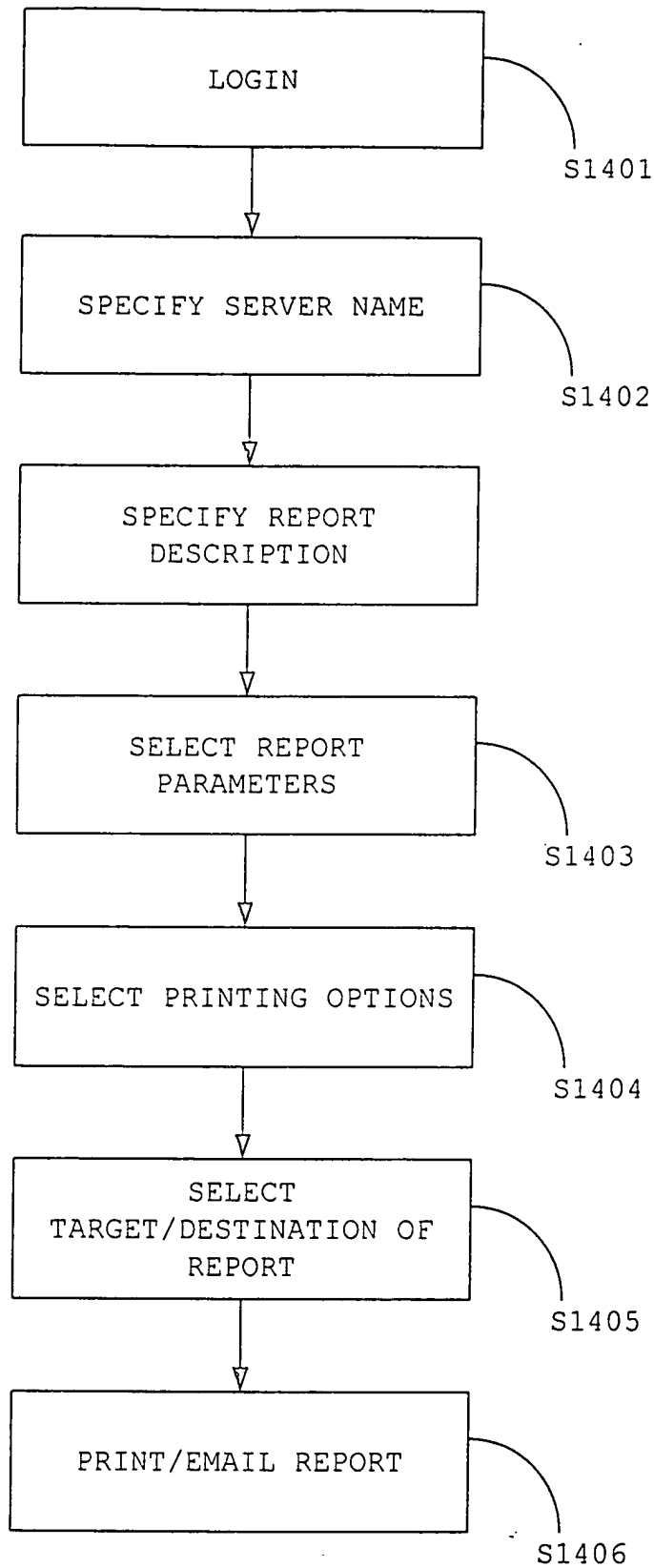


FIGURE 14

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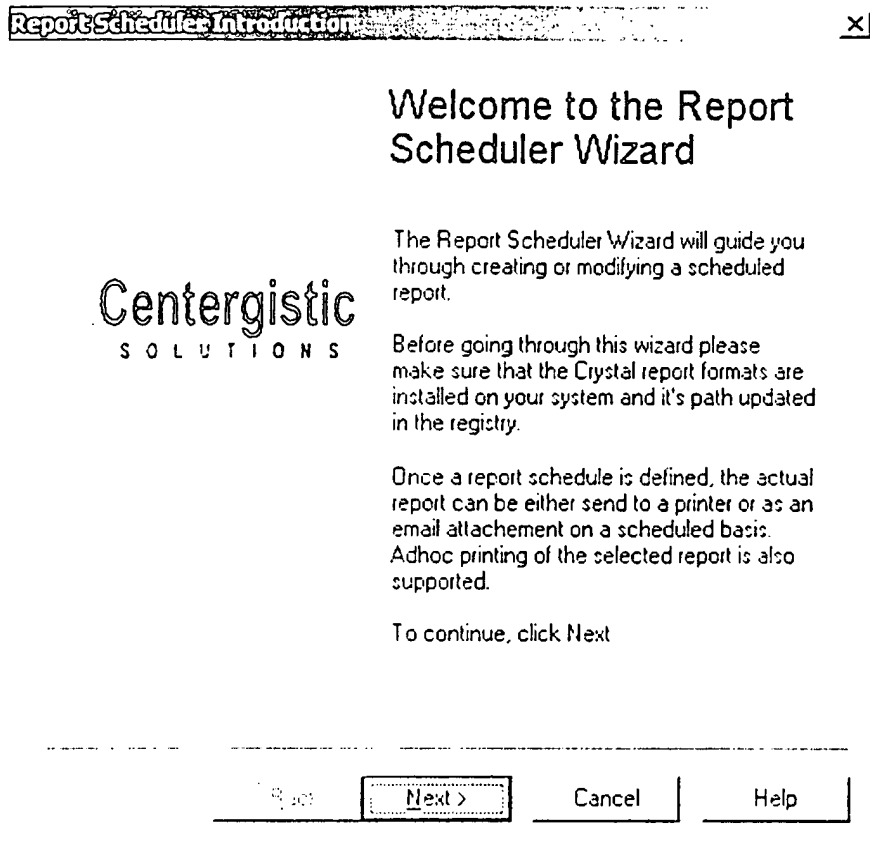



FIGURE 14A

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Select Server Name and Report File x



Please specify a report file name and a short description for it.
This screen also allows the user to choose a server name for which the schedule of the selected report format is going to be defined. The default is the name of the machine from where the application is currently running.

Server/Report File

Server Name :

Report Description :

Report File Name :

< Back Next > Cancel Help

FIGURE 14B

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Report Scheduler

Report Server Name:

List of Scheduled Reports:

| Report Description | Report File | Start Date | End Date | On | At |
|--|--------------------------------|-------------------|-------------------|-------------------|-----------------|
| Agent By Name Performance Daily Average | Agent By Name Perf Avg.rpt | 10/09/2001 | 10/31/2001 | M,T,W,Th,F | 10:00 PM |
| Agent Performance Interval Report | Agent by Name Perf.rpt | 12/11/2001 | 12/31/2001 | M,T,W,Th,F | 02:30 PM |
| Agent Performance Interval Report | Agent by Name Perf.rpt | 10/09/2001 | 10/31/2001 | M,T,W,Th,F | 07:00 PM |
| Agent Productivity Monthly Report | Agent By Name Prod.rpt | 01/02/2002 | 01/15/2002 | M,T,W,Th,F | 02:33 PM |
| Answered Call Profile ACD Group Interval | Ans Call Profile ACD Group.rpt | 10/08/2001 | 10/31/2001 | M,T,W,Th,F | 12:00 PM |
| Answered Call Profile ACD Group Monthly | Ans Call Profile Plus.rpt | 10/25/2001 | 10/25/2001 | M,T,W,Th,F | 11:00 AM |
| System Summary Daily Report | System Summary.rpt | 10/09/2001 | 12/31/2001 | M,T,W,Th,F | 03:00 AM |

Selected Targets:

Printer(s):


Email Recipient(s):

☒ OK
☐ Close
☐ Help
☐ Print/Email

FIGURE 14C

63/105

Define Report Parameters x

 This screen shows the list of parameters defined for the selected report file. Please specify a value for each of them. These parameter values are required to retrieve the actual data from the database to print the report. Improper setting of these parameters will result in a failure to generate the report.


Report Parameters

| | |
|--|---|
| Start date : | Start Time : |
| <input type="text" value="BEGINNING OF CURRENT YEAR"/> | <input type="text" value="8:00:00 AM"/> |
| End Date : | End Time : |
| <input type="text" value="TODAY"/> | <input type="text" value="5:00:00 PM"/> |
| Logon.AgentName(s): | |
| <input type="text" value="AMY_R, ANA, BERONICA"/> | |

FIGURE 14D

64/105

Set Printing Options X



This screen allows the user to specify the printing options for the selected report. These values are required to set the printing schedule. To print reports at intervals, specify the required options. Invalid setting of these values will result in a failure of printing the report.

| Date | | Time | |
|---|---|---------------------------------------|--|
| Start Date : | Start Time : | | |
| <input type="text" value="12/11/2001"/> | <input type="text" value="2:30:00 PM"/> | | |
| End Date : | <input type="checkbox"/> Enable Interval Printing | | |
| <input type="text" value="12/31/2001"/> | Every (hh:mm) | Until (hh:mm) | |
| | <input type="text" value="01:00"/> | <input type="text" value="05:00 PM"/> | |

Days


☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat

< Back Next > Cancel Help

FIGURE 14E

65/105

Select the target of the scheduled report ✕



This screen allows the user to specify the target where the scheduled report is going to be directed. You can direct it to one or multiple printers across the network and/or can send it as an email attachment to any number of recipients. The format in which the report is going to be exported can also be specified.

Recipient

☒ Printer
☒ Email

Select Printers

Email Properties

Export Type :

To :

CC :

Subject :

< Back

Finish

Cancel

Help

FIGURE 14F

66/105

Report Scheduler

Report Server Name: []

[Refresh] [+ Add] [Edit] [X Delete]

List of Scheduled Reports:

| Report Description | Report File | Start Date | End Date | On | At |
|--|--------------------------------|-------------------|-------------------|-------------------|-----------------|
| Agent By Name Performance Daily Average | Agent By Name Perf Avg.rpt | 10/03/2001 | 10/31/2001 | M,T,W,Th,F | 10:00 PM |
| Agent Performance Interval Report | Agent by Name Perf.rpt | 12/11/2001 | 12/31/2001 | M,T,W,Th,F | 02:30 PM |
| Agent Performance Interval Report | Agent by Name Perf.rpt | 10/03/2001 | 10/31/2001 | M,T,W,Th,F | 07:00 PM |
| Agent Productivity Monthly Report | Agent By Name Prod.rpt | 01/02/2002 | 01/15/2002 | M,T,W,Th,F | 02:33 PM |
| Answered Call Profile ACD Group Interval | Ans Call Profile ACD Group.rpt | 10/03/2001 | 10/31/2001 | M,T,W,Th,F | 12:00 PM |
| Answered Call Profile ACD Group Monthly | Ans Call Profile Plus.rpt | 10/15/2001 | 10/25/2001 | M,T,W,Th,F | 11:00 AM |
| System Summary Daily Report | System Summary.rpt | 10/03/2001 | 12/31/2001 | M,T,W,Th,F | 03:00 AM |

Selected Targets:

Printer(s): [\\NTSERVER-IRVINE\HPW_JPLUS]

Email Recipient(s): [kghoch@centergistic.com]

[OK] [Close] [Help] [Print/Email]

213C 213D 213

FIGURE 15A

67/105

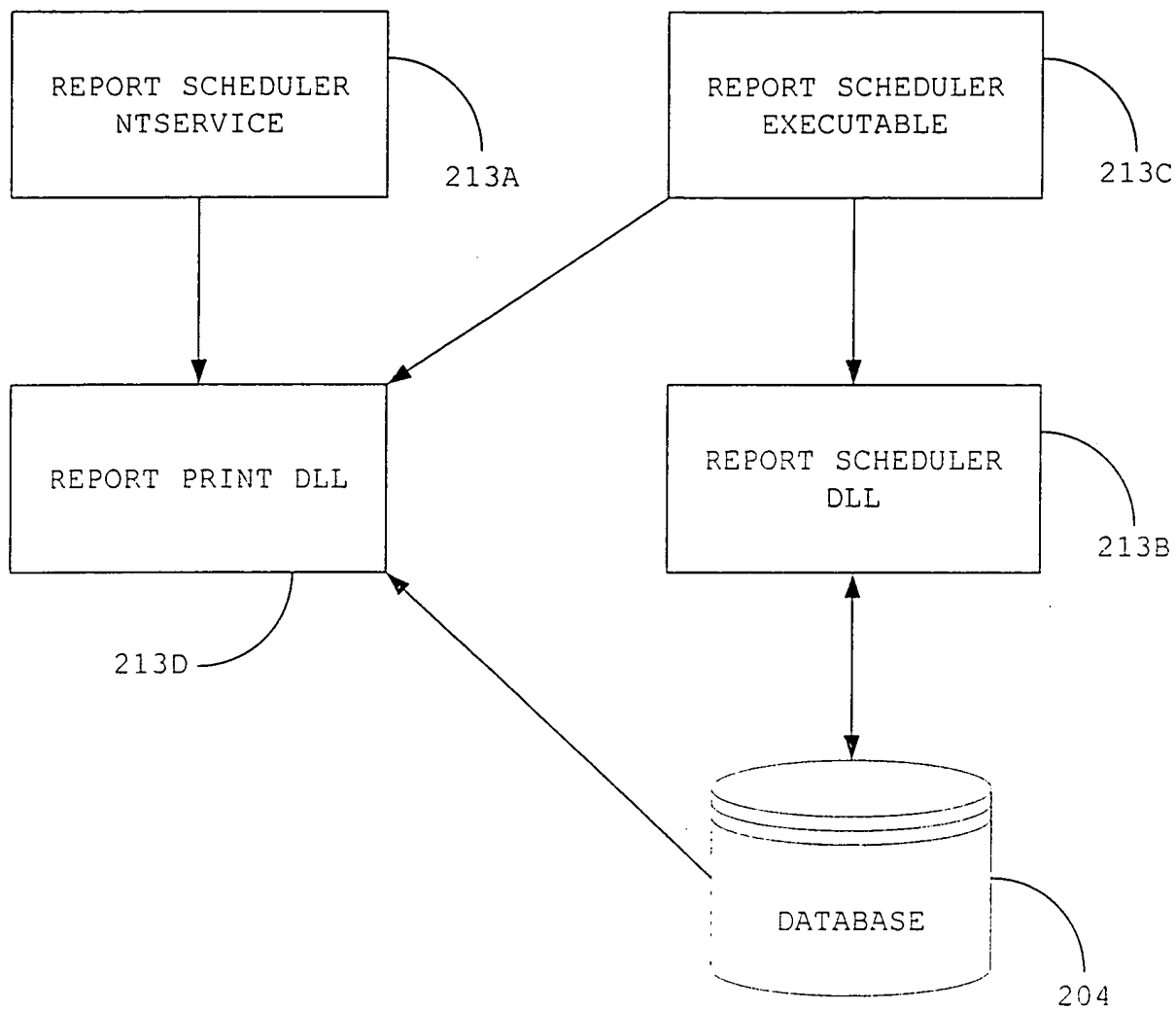


FIGURE 15B

68/105

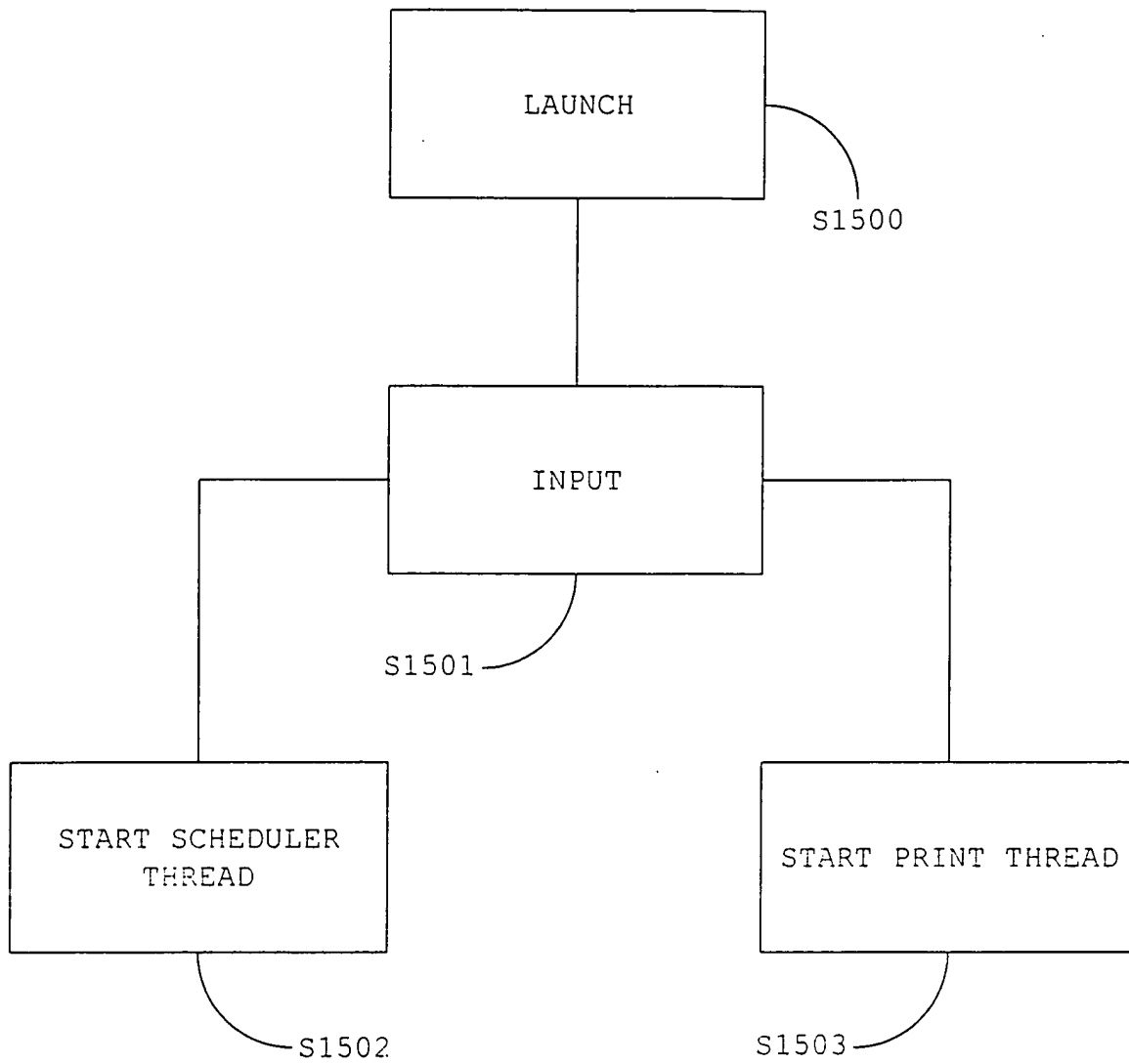


FIGURE 15C

69/105

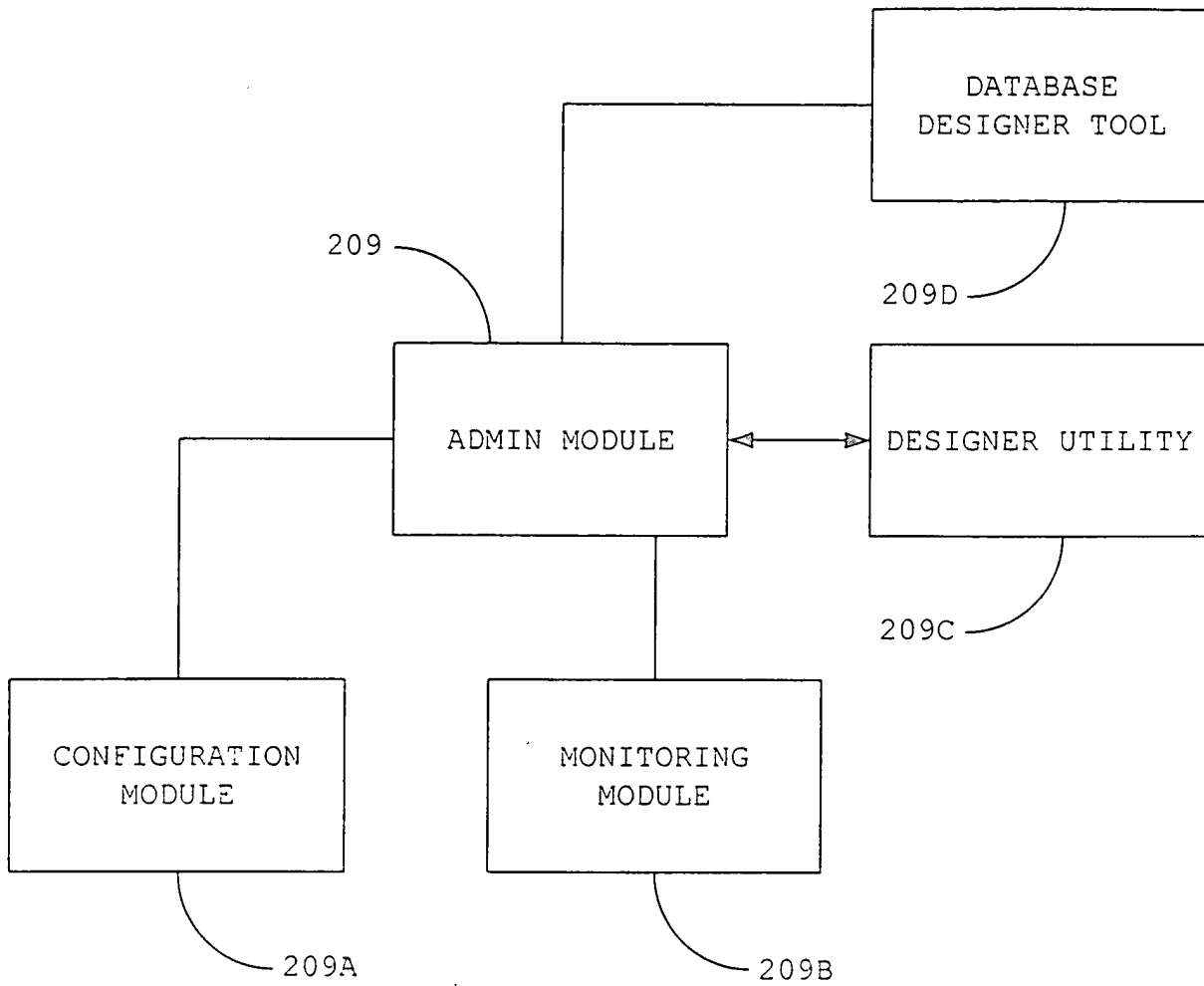
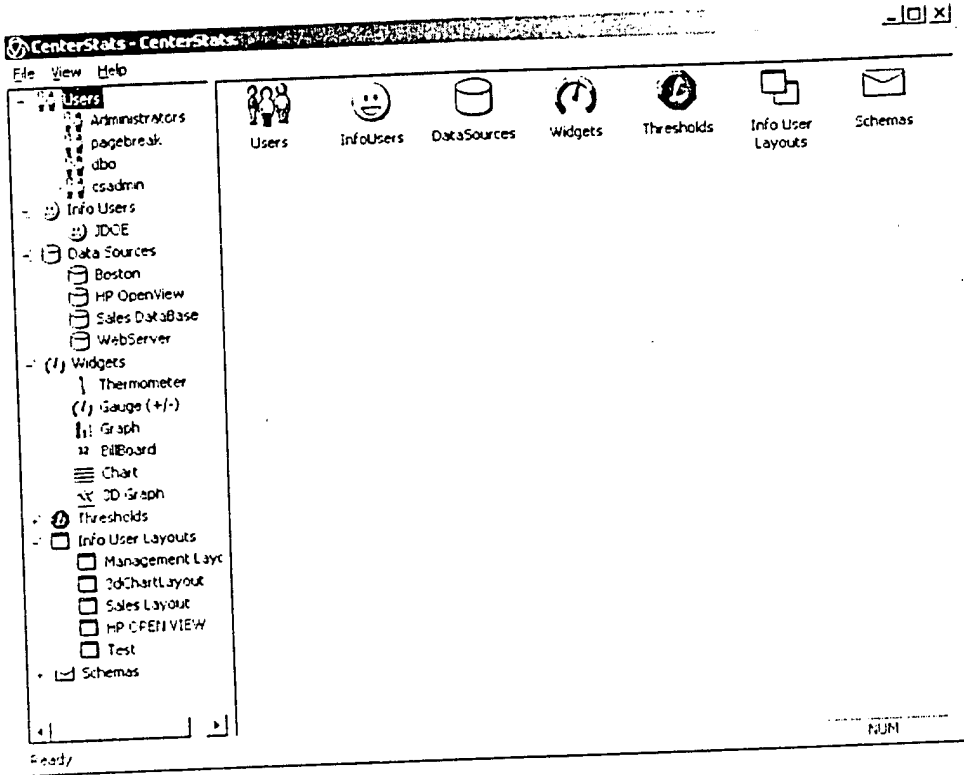


FIGURE 16

70/105



Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURE 16A

Select Display Items

Display Items Selection
This page allows selection of display items that will go in the layout and any restrictions on that instance for this layout.

[illegible]

< Back **Next >** Cancel Help

FIGURE 16B

72/105

csDTSDesigner

Select a DSN for the source database

☐ Database connection uses NT authentication

☒ Use additional information given below

User

Password

Back Next Cancel Help

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Reg No: 39,535

FIGURE 16C

73/105

Source Tables & Views [X]

| Tables | Views |
|---|--|
| <input type="checkbox"/> Table 1 | <input type="checkbox"/> View 1 |
| <input checked="" type="checkbox"/> Table 2 | <input checked="" type="checkbox"/> View 2 |
| <input type="checkbox"/> Table 3 | <input checked="" type="checkbox"/> View 3 |
| <input type="checkbox"/> Table 4 | <input type="checkbox"/> View 4 |
| <input type="checkbox"/> Table 5 | <input type="checkbox"/> View 5 |

Back Next Cancel Help

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FIGURE 16D

74/105

Dialog Caption x

Columns from Source Tables Columns in the CenterStats database

| Column | Data Type | | Column | Data Type |
|------------------|-----------|-------|----------------|-----------|
| Table 1.Column 1 | Float | ===== | DTS 1.Column 1 | Long |
| Table 1.Column 1 | Int64 | ===== | DTS 1.Column 1 | Int |
| Table 1.Column 1 | Int | ===== | DTS 1.Column 1 | Int |
| Table 1.Column 1 | | | | |

◀ | ▶ | ▶ | ▶ |

 Next

FIGURE 16E

75/105

Database Login [X]

Database Connection: **omega13**

Options: LocalServer
new machine

☐ Database connection u **omega13**

☒ Use the additional information below to login

User Supplied Credentials

User: csadmin

Password: *****

☒ Remember Password

OK Cancel Help

FIGURE 17A

76/105

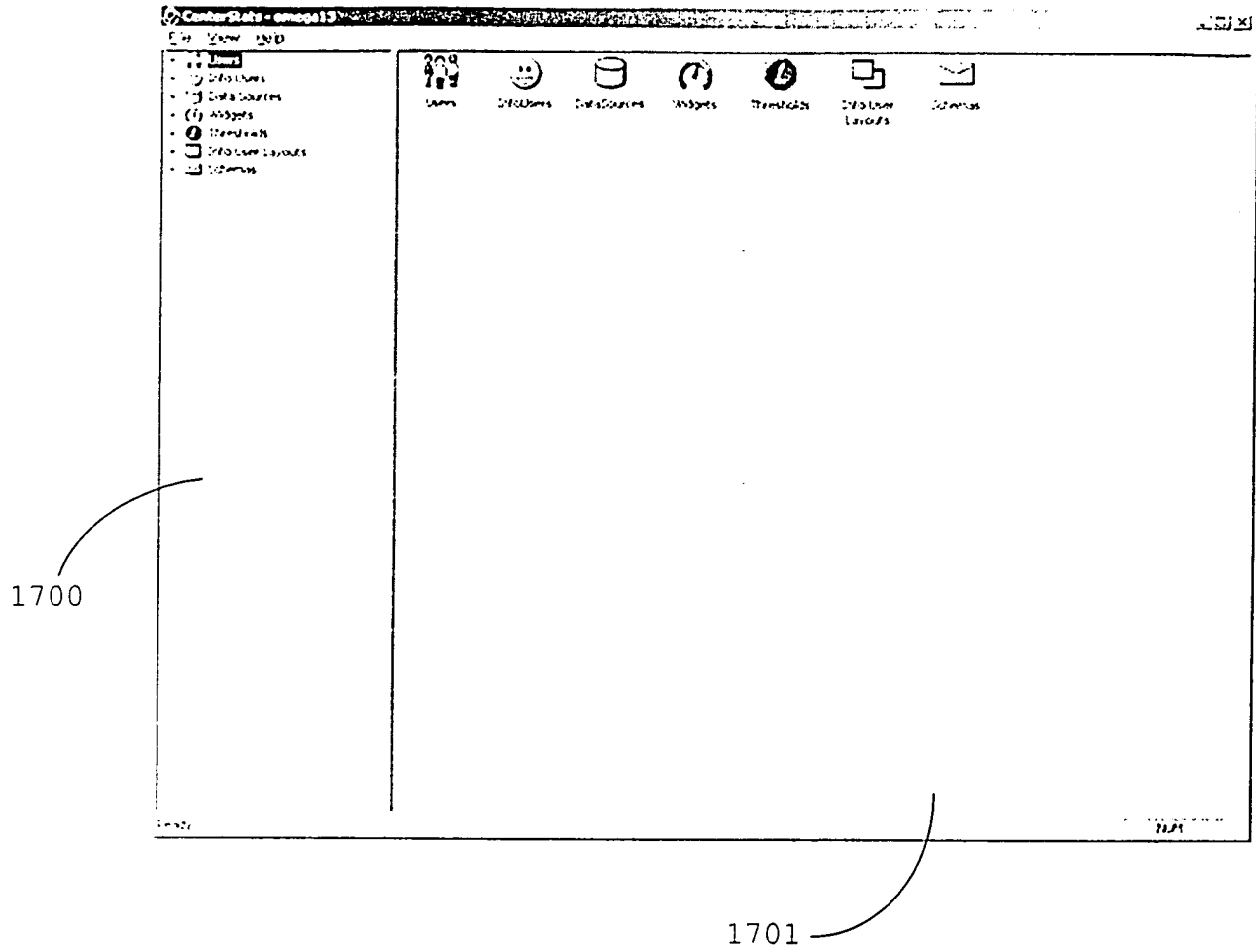
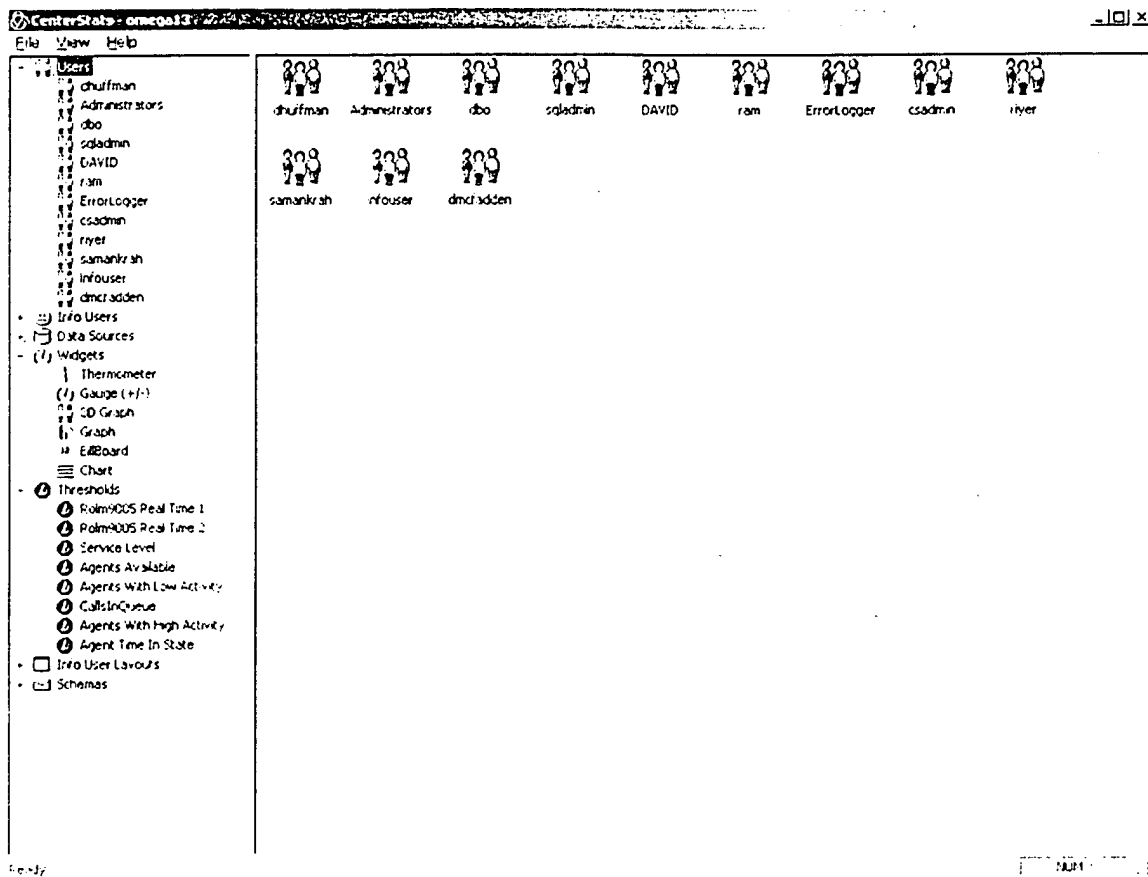


FIGURE 17B

77/105



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 Reg No: 39,535

FIGURE 17C

78/105

CenterState - omega13

File View Help

| | Name | Tables Granted Access |
|---------------------------|----------------|--------------------------------------|
| Users | | |
| chuffman | Administrators | BostonAgent Report |
| Administrators | | BostonAll Tables |
| obo | | BostonAnswered Calls |
| soladmn | | BostonAnswered Calls Report |
| DAVID | | BostonCalls Abandoned (Trunk Group) |
| ram | | BostonCalls Answered (Trunk Group) |
| ErrorLogger | | BostonCalls Overflowed (Trunk Group) |
| csadmin | | BostonCurrent Status Detail |
| myet | | BostonCurrent Status Summary |
| samantsh | | BostonPosition Report |
| infouser | | BostonSystem Summary |
| dmcradden | | BostonTrunk Group (everything) |
| Info Users | | BostonTrunk Group (no NULLs) |
| Data Sources | | BostonTrunk Group Usage |
| Widgets | | |
| Thermometer | | |
| Gauge (+/-) | | |
| 3D Graph | | |
| Graph | | |
| EBarBoard | | |
| Chart | | |
| Thresholds | | |
| Palm9005 Real Time 1 | | |
| Palm9005 Real Time 2 | | |
| Service Level | | |
| Agents Available | | |
| Agents With Low Activity | | |
| CallsInQueue | | |
| Agents With High Activity | | |
| Agent Time In State | | |
| Info User Layouts | | |
| Schemas | | |

Ready

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 Reg No: 39,535

FIGURE 17D

79/105

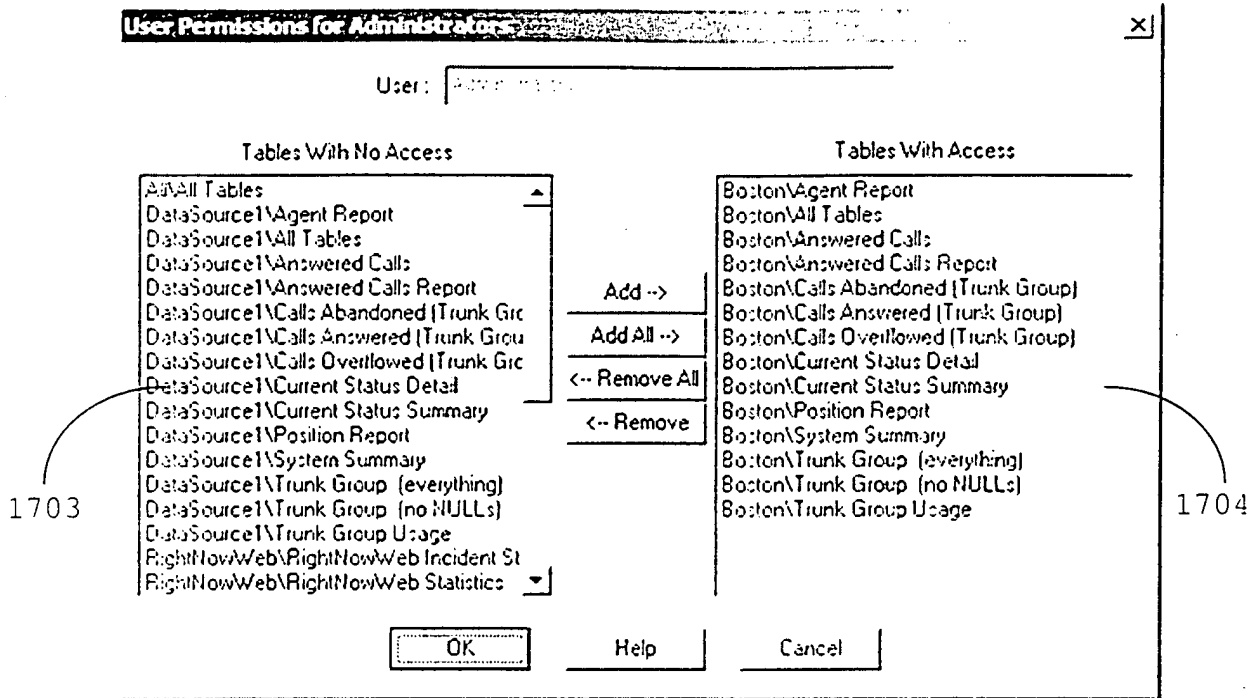


FIGURE 17E

80/105

CenterState - omega12

File View Help

Users

- chaitman
- Administrators
- dbo
- saladmin
- DAVID
- ram
- ErrorLogger
- csadmin
- ivert
- samankrsh
- infouser
- dmciadden

Info Users

Data Sources

- Easton
- DataSource1
- RightNowWeb
- Test

Widgets

- Thermometer
- Gauge (+/-)
- 3D Graph
- Graph
- EdBoard
- Chart

Thresholds

- Polm9005 Real Time 1
- Polm9005 Real Time 2
- Service Level
- Agents Available
- Agents With Low Activity
- CallsInQueue
- Agents With High Activity
- Agent Time In State

Info User Layouts

Schemas

| ID | Active | Name | GMT Adjustment | Collector Module |
|----|--------|-------------|----------------|--------------------|
| 5 | Yes | Test | 0 | PseudoPolm9005.dll |
| 6 | Yes | RightNowWeb | 0 | csDtsSchdl.dll |
| 7 | No | DataSource1 | 0 | csPolm9005.dll |
| 1 | Yes | Boston | -360 | csPolm9005.dll |

1705

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FIGURE 17F

81/105

Connections for Boston

X

Connections currently associated with this datasource

| ID | Data Source | Name | Connection Number |
|-----|-------------|------|-------------------|
| 117 | Boston | COM1 | 1 |
| 124 | Boston | Herb | 3 |
| 121 | Boston | TEST | 2 |

Name: COM1
Connection Login:
User Name: JEFF
Password: *****
Login Script: stiRolm9005.Scr

Communication Options
Communication: TCPIP
Host IP: 207.222.2.116
Port: 3001

Add
Update
Close
Cancel

FIGURE 17G

82/105

Data Source Management

Data Source

Edit the name, module, or time adjustment for Greenwich Mean Time

Name: Boston
Type: 4:00:00

Module: csRdm9005.dll
GMT Adjust: -360

☒ Active

Collections

Select a report name to edit, delete, or add schedules for this data source

Report Name:
ID:

Connection
Collected

Abandoned Call Profile
ACD Position Performance
Agent Performance
Answered Call Profile
Answered Call Profile ACD
Current Status
Overflowed Call Profile
System Summary
Trunk Usage

Schedule:
Connection:

Objects:
☐ Active

Refresh
Commit
Reset Change
Delete

Schedules
Connections
Existing Reports

OK
Cancel

FIGURE 17H

83/105

The screenshot shows a software interface with a 'Users' list on the left and a 'Data Source' configuration window on the right. The 'Users' list includes users like 'jshuffman', 'Administrator', 'jbo', 'sqladmin', 'DAVID', 'ram', 'ErrorLogger', 'csadmin', 'myer', 'samankrah', 'infouser', and 'dmcfadden'. The 'Data Source' window is titled 'Edit the name, module, or time adjustment for Greenwich Mean Time'. It contains a table for collection intervals and a 'Collection Interval' dialog box.

| ID | Active | Name | GMT Adjustment | Collector Module |
|----|--------|-------------|----------------|--------------------|
| 5 | Yes | Test | 0 | PseudoRalm9005.dll |
| 6 | Yes | RightNowWeb | 0 | csRtsSch.dll |

Data Source
Edit the name, module, or time adjustment for Greenwich Mean Time

Name:

Module:

Press: Add to add a new collection interval for this schedule
Press: Change to edit the selected interval
Press: Delete to delete the selected interval

Collection Interval

| ID | Name |
|------|------------------|
| 1011 | Every 20 Seconds |

Collection Interval

Starting Day:

Ending Day:

Interval: Hours Minutes Seconds

FIGURE 17I

84/105

CenterStats - omega12

File View Help

- Users
- Info Users
- Data Sources**
- Widgets
 - Thermometer
 - Gauge (+/-)
 - 3D Graph
 - Graph
 - BarBoard
 - Chart
- Thresholds
- Info User Layouts
- Schemas

| ID | Active | Name | GMT Adjustment | Collector Module |
|----|--------|-------------|----------------|-------------------|
| 5 | Yes | Test | 0 | PseudoRdm9005.dll |
| 6 | Yes | RightNowWeb | 0 | csDtsSchdl.dll |
| 7 | No | DwsSource1 | 0 | csRdm9005.dll |
| 1 | Yes | Boston | -360 | csRdm9005.dll |

Ready

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 Reg No: 39,535

FIGURE 17K

85/105

| CenterState - omega13 | | | | |
|-----------------------|------------|-----------------------|-------------------------------|---------------|
| File View Help | InstanceID | Name | Description | Login |
| Users | (/)/10083 | testing | aggregate | GlobalDefault |
| Info Users | (/)/10082 | testing functionality | testing widget creation fu... | GlobalDefault |
| Data Sources | (/)/10096 | Agents Available | Agents Available Gauge | GlobalDefault |
| Widgets | (/)/10096 | Agent In State | Testing threshold levels | GlobalDefault |
| Thermometer | (/)/10081 | TestGauge | Testing thresholds on gau... | GlobalDefault |
| Gauge (4/3) | (/)/10078 | FAQ Total Hits | Testing Rightnow Web Inc... | GlobalDefault |
| 3D Graph | (/)/10072 | testwidget1 | infouserestwidget1 | GlobalDefault |
| Graph | (/)/10069 | Anthony's Widget | Here is a widget based on... | GlobalDefault |
| Dashboard | (/)/10068 | Longest Call Waiting | Shows how long the longe... | GlobalDefault |
| Chart | (/)/10012 | FAQ Average Hits | Testing Rightnow Web Inc... | GlobalDefault |
| Thresholds | (/)/10071 | Service Level Gauge | Shows the service level p... | GlobalDefault |
| Info User Layouts | (/)/10003 | | | |
| Schemas | | | | |

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FIGURE 17L

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| Property Value List | | Property Value |
|---------------------|---------------------|--------------------------|
| Property ID | Property Name | |
| 1015 | Top | 0 |
| 1016 | Bottom | 300 |
| 1017 | Left | 0 |
| 1018 | Right | 350 |
| 1019 | InstanceName | Agents Available (Ave... |
| 1020 | WhereClause | 0 |
| 1021 | UserScreenID | 327692 |
| 1022 | DB_ObjectID | 0 |
| 1023 | PredefinedFlag | 0 |
| 1024 | PeriodTypeID | TODAY |
| 1025 | BeginningDateTime | TODAY |
| 1026 | EndingDateTime | 1 |
| 1027 | BorderFlag | 16777215 |
| 1028 | BackgroundColor | 1644825 |
| 1029 | ForegroundColor | 3618615 |
| 1030 | FrameColor | 2960685 |
| 1031 | GaugeFaceColor | 1315860 |
| 1032 | PenColor | 6741856 |
| 1033 | TextColor | 0 |
| 1034 | FrameBlink | 0 |
| 1035 | BackgroundBlink | 0 |
| 1036 | ForegroundBlink | 0 |
| 1037 | GaugeFaceBlink | |
| 1038 | SoundFile | |
| 1039 | VideoFile | 1 |
| 1040 | ShowWidgetLabelFlag | 50 |
| 1041 | MinWidth | 50 |
| 1042 | MinHeight | 3055677 |
| 1050 | OK_Color | 2423797 |
| 1051 | CautionColor | 255 |
| 1052 | DangerColor | 16777215 |
| 1053 | ArrowColor | 15 |
| 1054 | FirstPercent | 20 |
| 1055 | SecondPercent | 32 |
| 1056 | ThirdPercent | 50 |
| 1057 | OptimumValue | 16777215 |
| 1058 | PercentTextColor | |

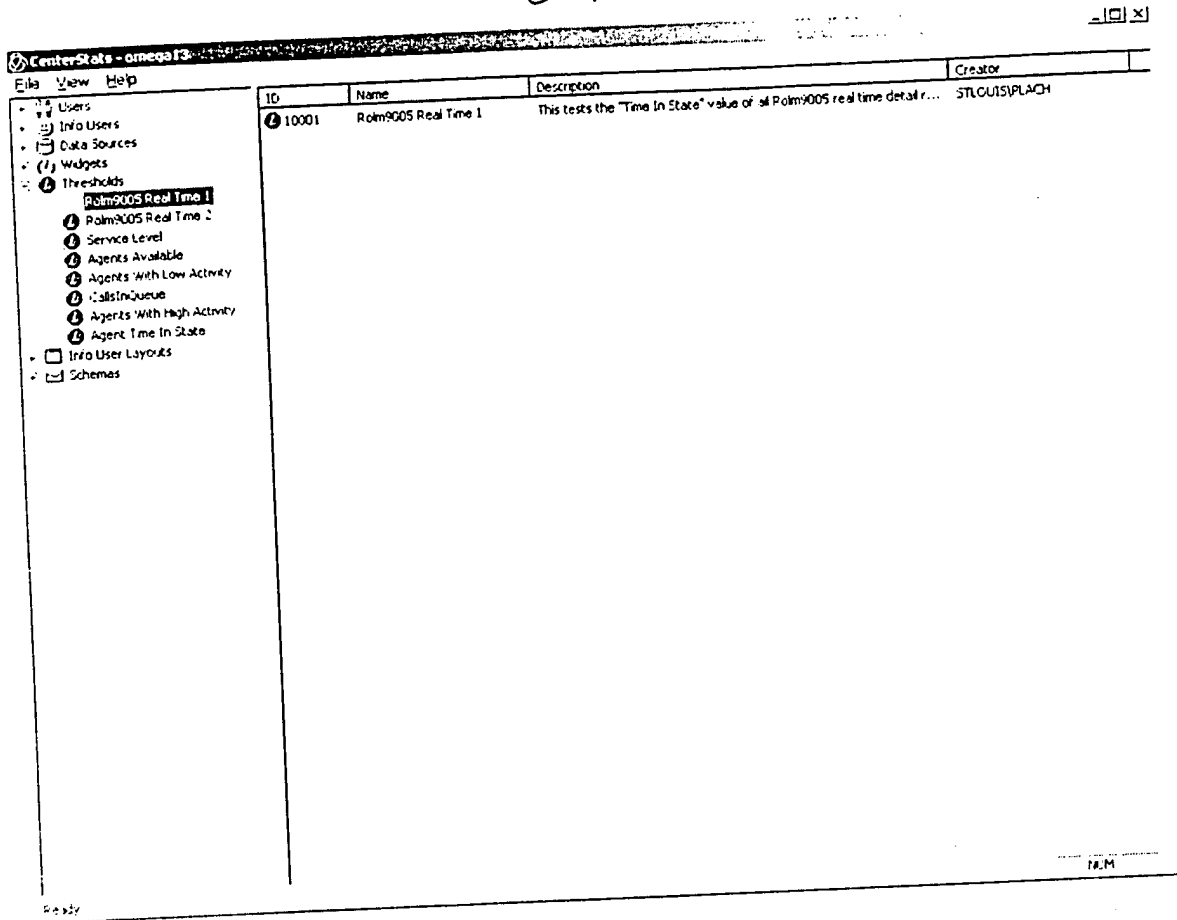
OK

Cancel

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FIGURE 17M

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 Reg No: 39,535

FIGURE 17N

88/105

Name and Type

Properties and Options:
This page selects how a threshold will be referred to in terms of name. Names should be unique to prevent confusion.

Name

Agent Time In State

Description

Threshold on how long an agent is in a state

< Back

Next >

Cancel

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FIGURE 170

89/105

Sequences

Sequences

Sequences allow for increasing granularity of violations. Rather than telling when a value is above the optimal value, you can specify behavior for 10 over and 30 over.

Sequences

Schema

AgentState#1
AgentState#2
AgentState#3

Remove

Add

< Back

Next >

Cancel

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FIGURE 17P

90/105

Criteria Specification
X

Criteria Add and Remove:

You can add criteria to a threshold to determine when it should activate. Each sequence can contain as many comparisons as needed. Comparisons are 'AND' together. Sequence one is considered the most restrictive by Power User.

| Schema | Object | Column | Op | Value |
|--------------|---------------------|-------------|----|-------|
| AgentState#1 | tblRolm9005Curre... | TimeInState | > | 8 |
| AgentState#2 | tblRolm9005Curre... | TimeInState | > | 7 |
| AgentState#3 | tblRolm9005Curre... | TimeInState | > | 5 |

Schema
DataSource

AgentState#2
▼ Rolm9005 ▼

Object
▼

tblRolm9005CurrentStatus:Detail
▼

Field
Operator
Value

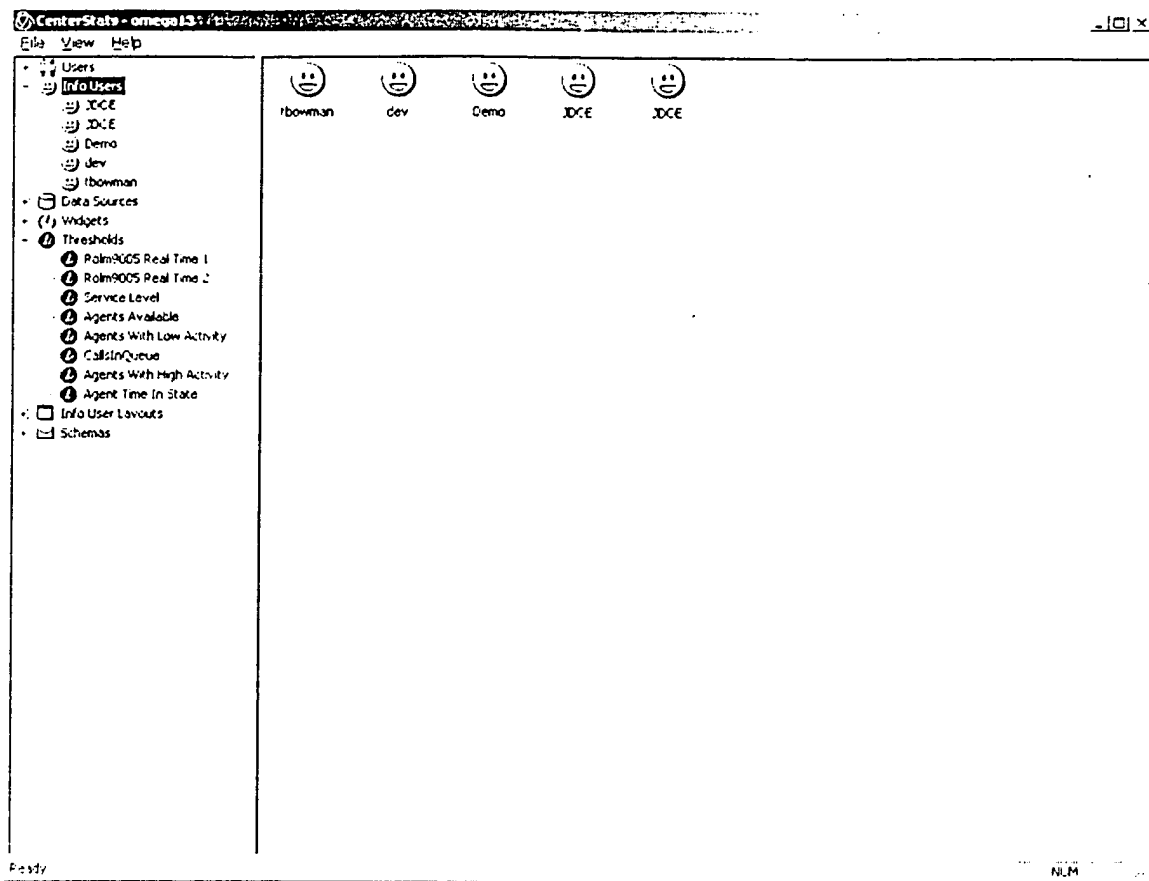
TimeInState
▼ != ▼
7

Remove
Update
Add

< Back
Finish
Cancel

FIGURE 17Q

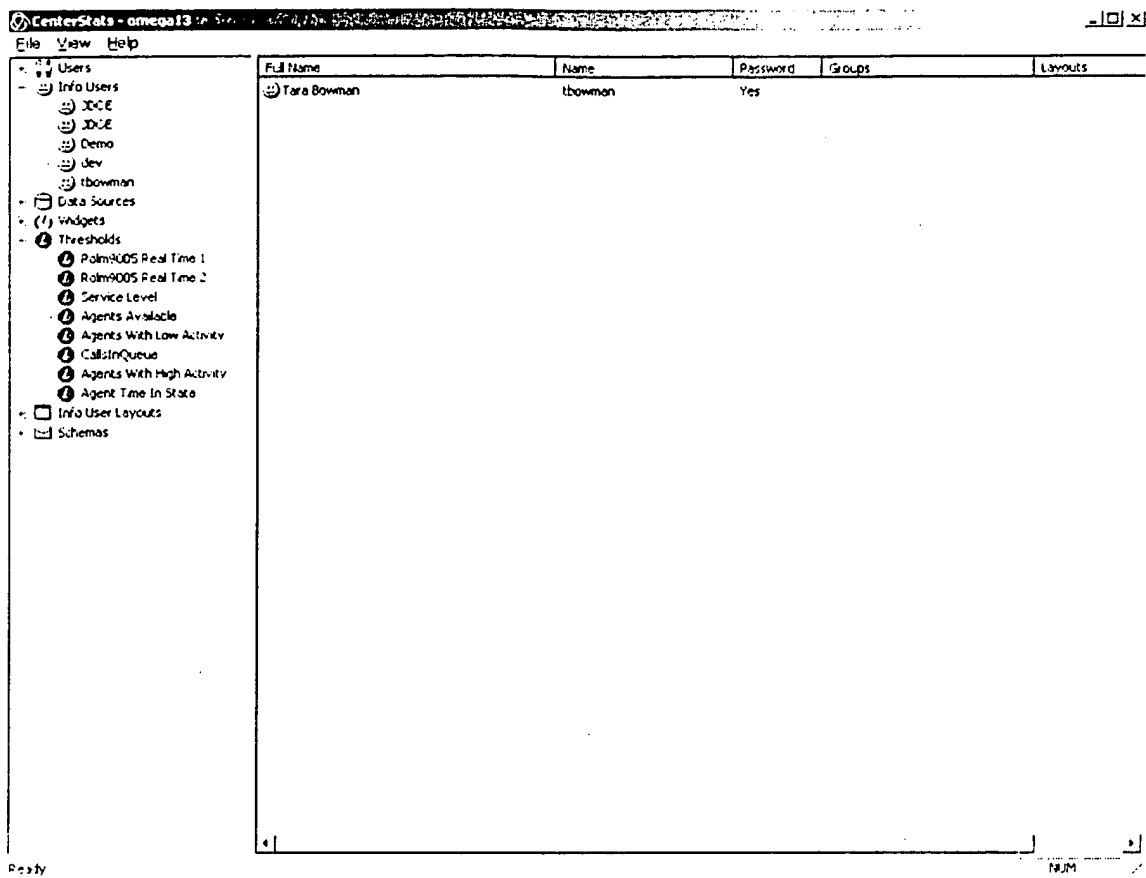
41/105



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FIGURE 17R

92/105



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Reg No: 39,535

FIGURE 17S

93/105

Info User Dialog [X]

Info User Settings

Username

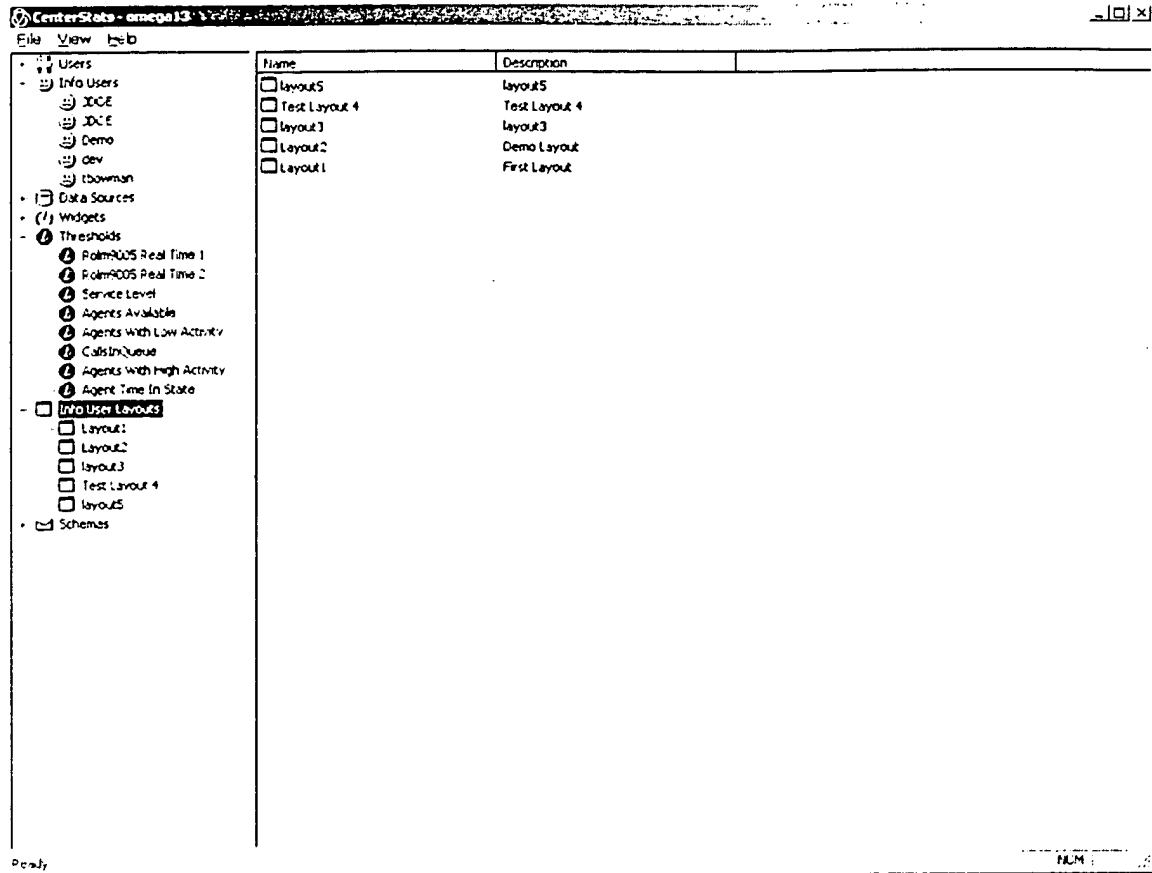
Full Name

Password

Repeat Password

FIGURE 17T

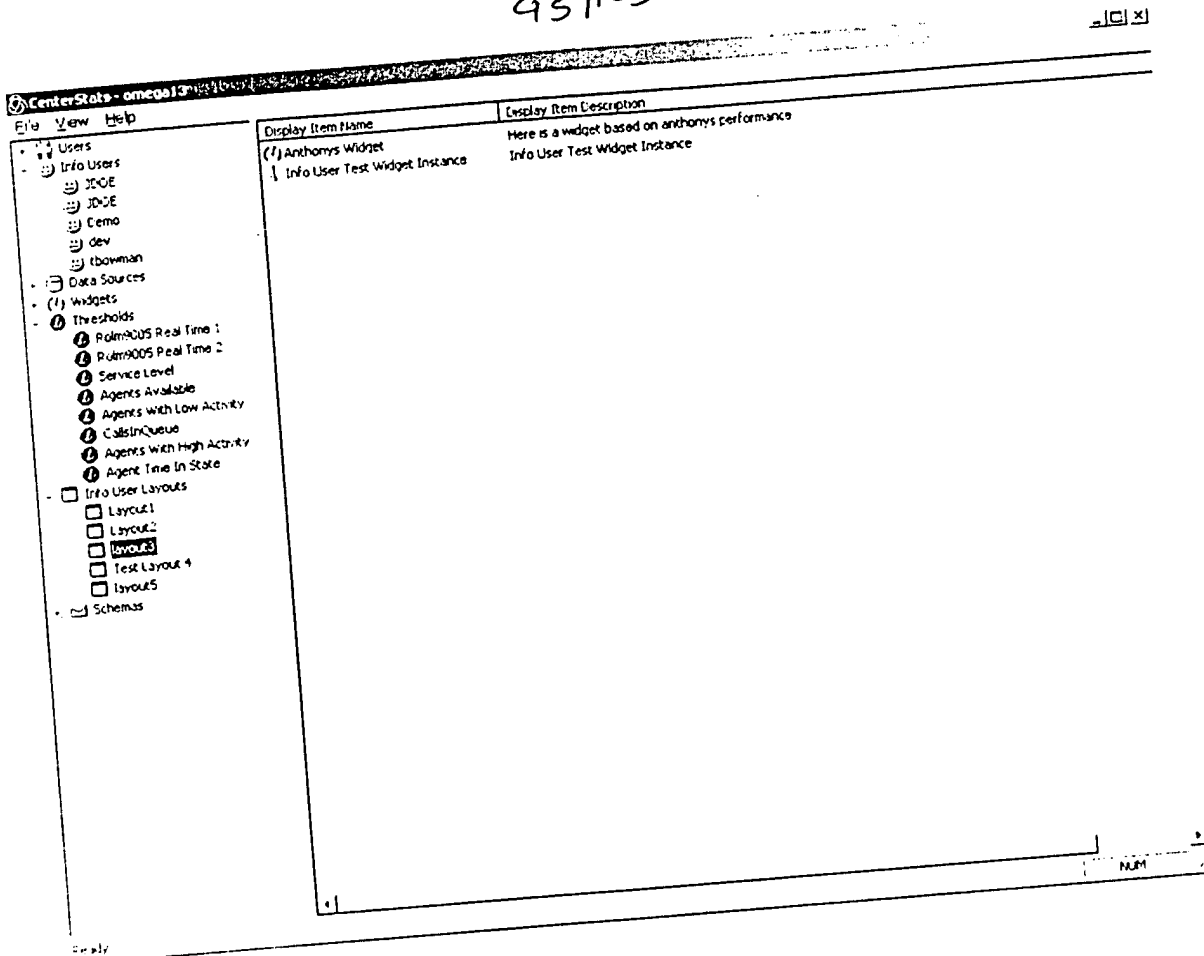
94/105



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FIGURE 17U

95/105



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 Reg No: 39,535

FIGURE 17V

96/105

Set Name and Description

X

Name and Description

Sets a name and a description for this layout.

Name should be kept unique to avoid confusion when selecting layouts.

Name

Test Layout 4

Description

Test Layout 4

< Back

Next >

Cancel

Help











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Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535


FIGURE 17W

Select Display Items


Display Items Selection

This page allows selection of display items that will go in the layout and any restrictions on that instance for this layout.

| Unselected | | | | |
|---|--|--|---|---|
|  Info User Test Widget Inst... |  Agent Info |  Status Summary |  Test chart |  Agent Info 2 |
|  testwidget1 |  Anthony's Widget |  Status 32 |  Status 32 |  Status 32 |

Add 

Selected

Del 

< Back
Next >
Cancel
Help

98/105

Display Item Properties x

Display Items Properties
This page allows the editing of some properties for the display items in the current layout

Display Item --

Current Display Item: Anthony's Widget ▼

| | | | | | |
|------|----------------------------------|--------|----------------------------------|---------|--------------------------------------|
| Left | <input type="text" value="248"/> | Right | <input type="text" value="193"/> | Minimum | <input type="text" value="1241152"/> |
| Top | <input type="text" value="8"/> | Bottom | <input type="text" value="479"/> | Maximum | <input type="text" value="78"/> |

Current Item Type: Angular Gauge

| | | |
|---------------|----------------------|--|
| Where Clause: | <input type="text"/> | Fields |
| Labels: | <input type="text"/> | |
| Colors: | <input type="text"/> | Colors |
| Intervals: | <input type="text"/> | |

< Back Next > Cancel Help

FIGURE 17Y

99/105

Assign Users x

Users
Select Users that should have access to the current layout.
Add any restrictions for specific users and click Finish to save the current layout.

Check the users allowed this layout.

☐ tbowman
☒ dev
☒ Demo
☒ JDOE
☒ JDOE

< Back Finish Cancel Help

FIGURE 17Z

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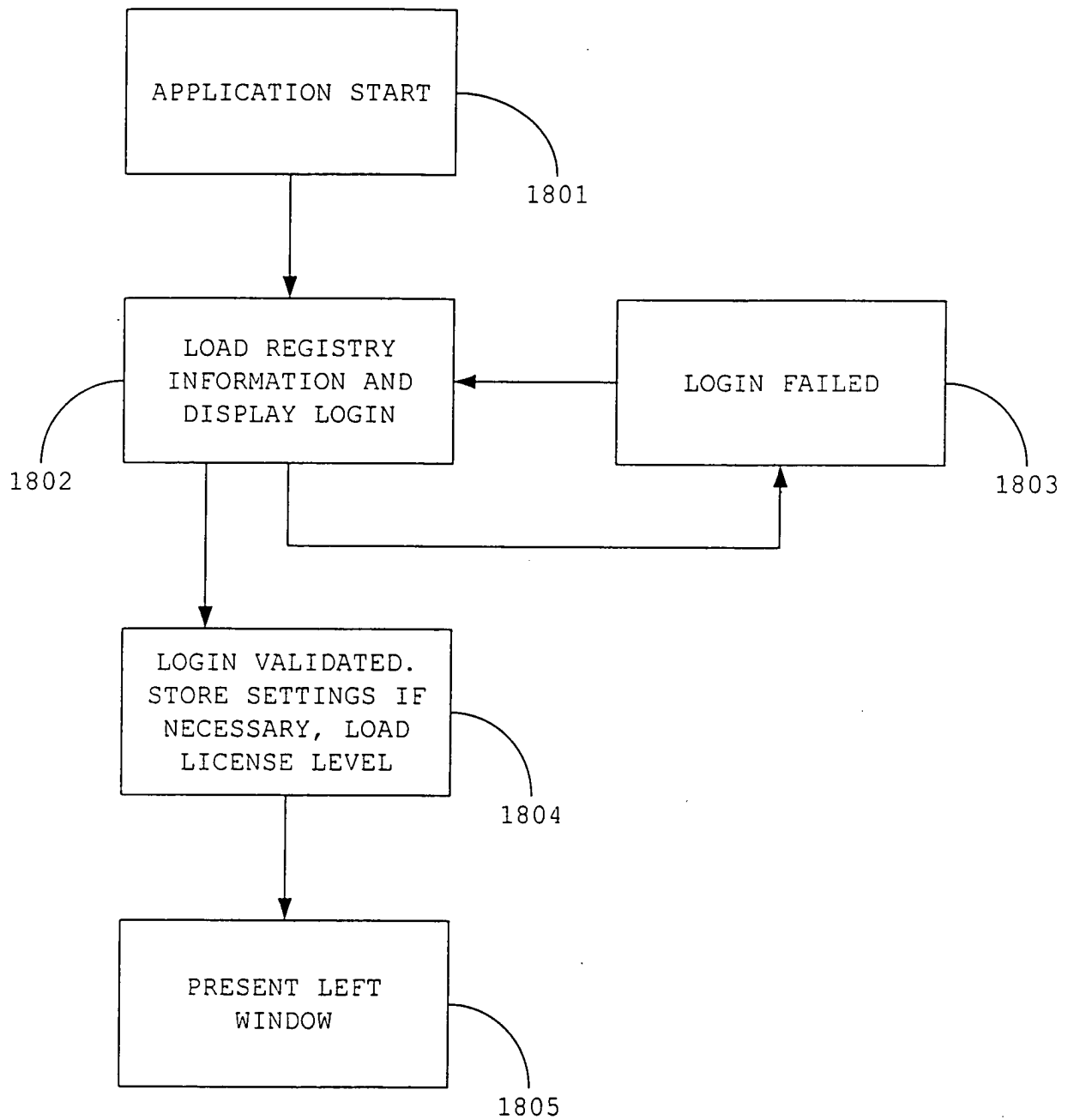


FIGURE 18A

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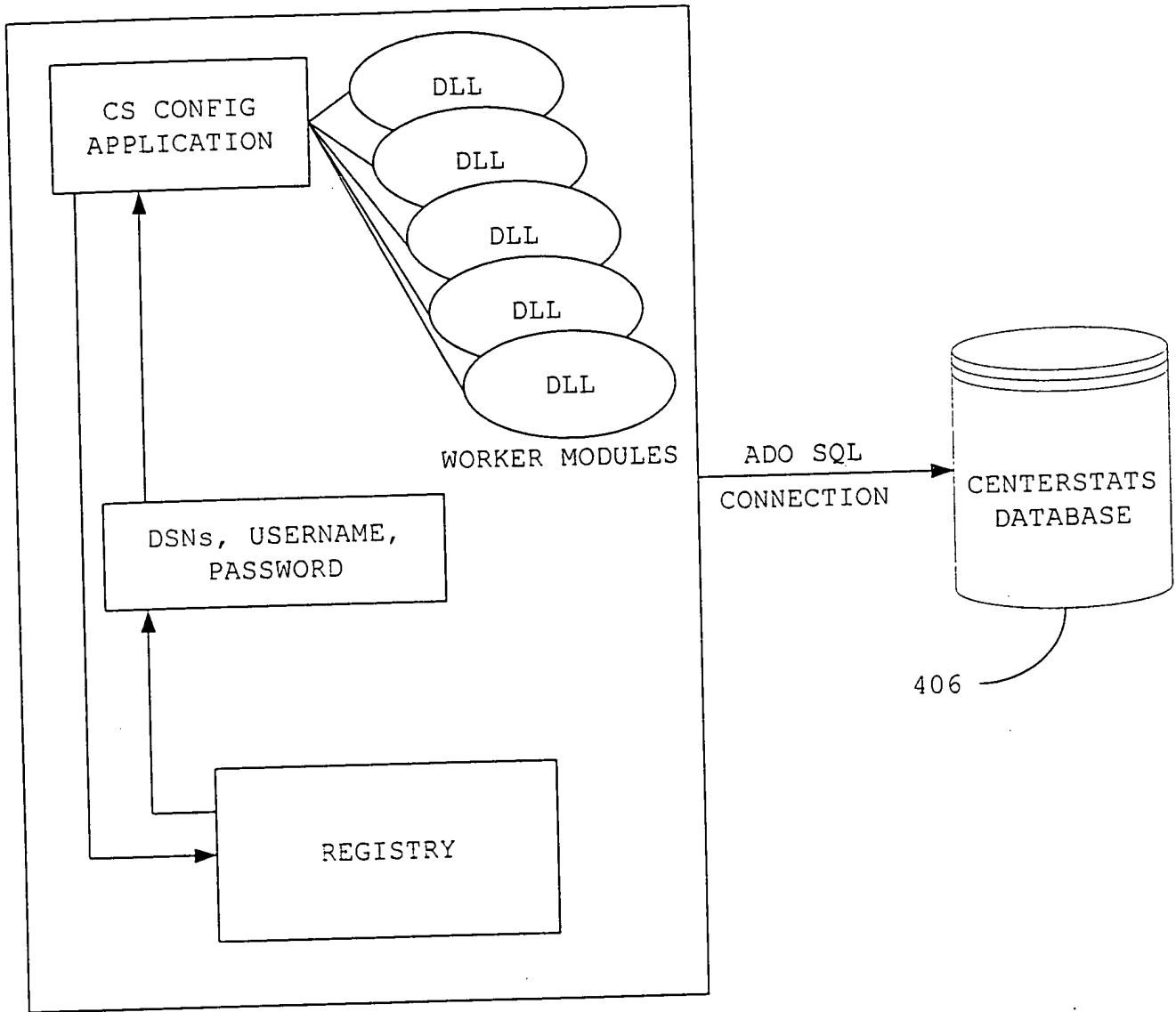


FIGURE 18B

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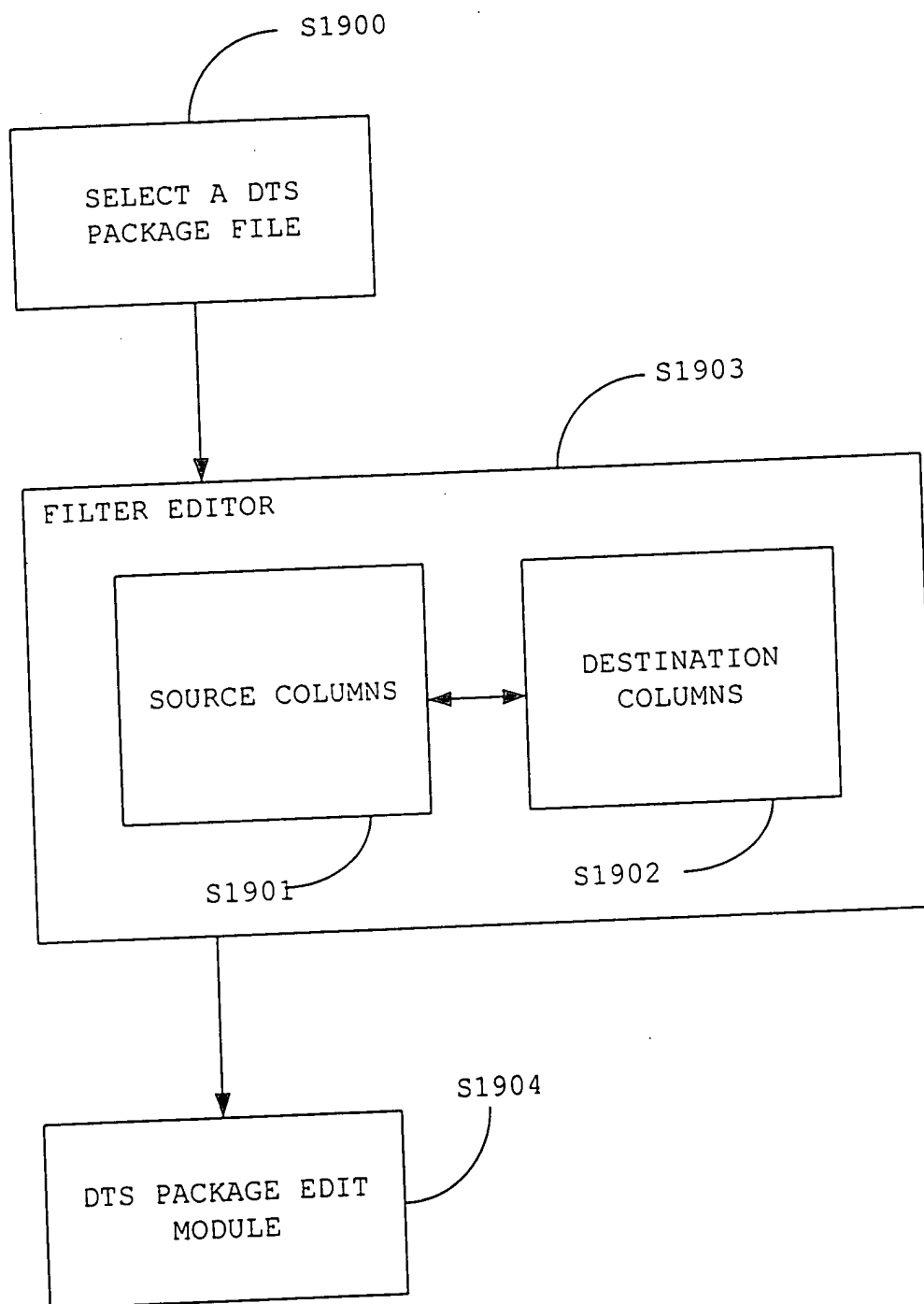
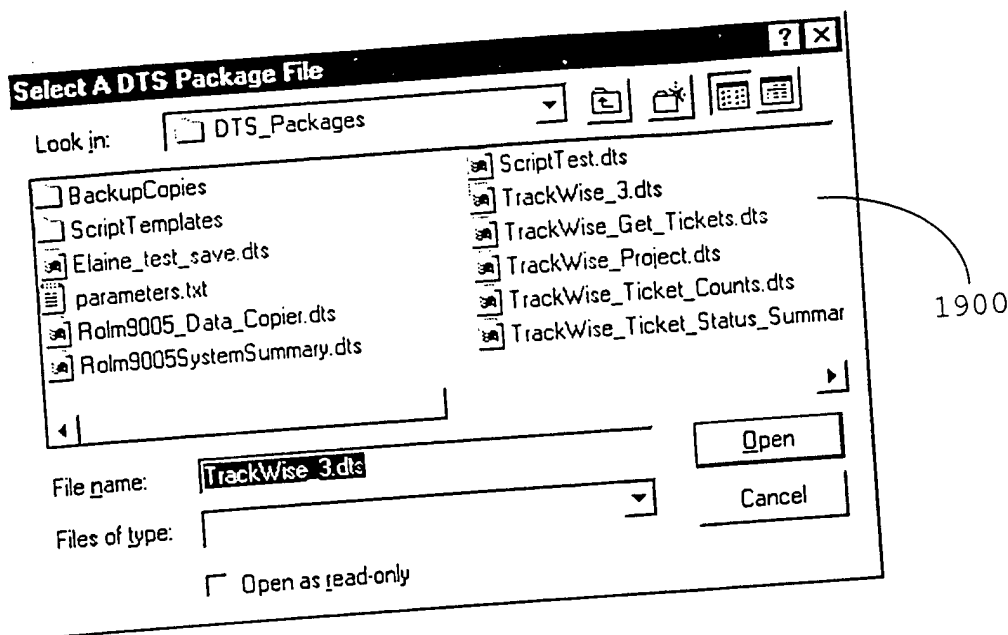


FIGURE 19

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Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURE 19A

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1901

1902

Filter Editor

| Source Columns | Destination Columns |
|----------------|---------------------|
| id | id |
| project_id | project_id |
| date_opened | date_opened |

OK

Cancel

Select statement to see what we already have in the destination table:

```
SELECT id, project_id, CONVERT(varchar(30), MAX(date_opened), 121) AS date_opened FROM [CenterStats_DTS_Test].[dbo].[tblTrackWiseTickets] GROUP BY id, project_id
```

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FIGURE 19B

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Package: \CENTERSTATS\DTS_Packages\ScriptTest.dts

DTSTask_DTSPDataPumpTask_1

Server: CENTERSTATS

Database: CenterStats_DTS_Test

Table: [CenterStats_DTS_Test].[dbo].[tblTrackWiseTickets]

Select Package

Create Script

Save Script

Exit

Please select the column that can be used to identify new records in the source database:

Template Visual Basic ActiveX Script For CenterStats

```
Function Main()  
Dim strSQL  
Dim strOutputFolder  
Dim cPackage  
Dim oTask  
Dim cn  
Dim rs  
Dim cmdText  
Dim strWhere  
Dim strKeyword  
Dim strCRLF  
  
strCRLF = Chr(13) & Chr(10)  
strWhere = ""  
  
Set cn = CreateObject("ADODB.Connection")  
Set rs = CreateObject("ADODB.Recordset")  
  
Connect to the "destination" database
```

1904

FIGURE 19C